Jovanni Santiago

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SUMMARY OF QUALIFICATIONS

A versatile, analytical, and technical IT professional with a practical hands-on approach who always perseveres to bring the highest degree of professionalism to achieve the best results.  Currently looking for a career in the Information Technology sector to be able to utilize professional experience, skills, and knowledge for the benefit of the organization.

EDUCATION

Unitek College, Concord, CA September 2019-July 2020

***Information Technology Certificate of Completion***

* Multiple Dean's List awards for finishing a class above 90%
* Cum Laude Avg (3.67)

Polytechnic University of the Philippines, (Philippines) June 2013-May 2016

***Diploma in Information Communication Technology***

CERTIFICATIONS

Desktop Pro Certificate ID: C4937

* Demonstrates high proficiency in the MS Office Suite December 2019 - Present

Desktop Pro Certificate ID: C4X2M

* Demonstrates high proficiency in the PC Pro Hardware July 2010 - Present

TECHNICAL QUALIFICATION

**Hardware:**

Laptops, Desktops, Servers, Printers, Mobile Devices

**Software:**

Virtualization (Hyper-V, Virtual Box)

Active Directory

MS Office Suite including Access

Remote Desktop

Key logger

**Interpersonal Skills:**

**Bilingual** (Tagalog & English)

Troubleshooting

Teamwork

Ability to work independently and with a team

**Operating Systems:**

Windows 7, 8, 10

Windows Server 2012 R2, 2016

iOS

WORK HISTORY

Advance Pressure Technology – Napa, Ca May 2018- Present

**Electropish and DI Wash**

* Polish Valve and Regulator
* DI wash machine operator

Walmart Neighborhood Market - Vallejo, Ca January 2017 – January 2018

**Cashier, Cash Office, and Online Orders**

* Receiving online orders and completing inventory
* provided customer service
* Encoding and Computing Finances

Sea Food City (Crispy Town) – Vallejo, CaJune 2016 – Feb 2017  
**Cashier and Server**

* Provided excellent customer service skills
* Complied with health and food regulations
* Handled finances

Bureau of internal revenue - Philippines May 2015 - July 2015 **On-The-Job-Training (I.T department)**

* Encoding, Troubleshooting.