**John Reginald M. Bautista**

[johnrmbautista@gmail.com](mailto:johnrmbautista@gmail.com)

[john@murphymckay.com](mailto:john@murphymckay.com)

jbautista@thearcsf.org

(415) 613 3087

**WORK EXPERIENCE**

* **The Arc San Francisco**
* **Direct Support Professional** (Job Coaching at Amazon DSF8 Richmond and supporting people with special needs to be independent)
* **Murphy and McKay Associates (July 24 2018 - Present)**
* **Relocation Technician (Team Lead)** (Workstation set ups, imaging of computers, configuring bios/OS/software, QA, Racking and Stacking Servers)

Salesforce Based (Contractor)

Supplement Support at Stripe (IT support)

* **SITEL CORPORATION PHILIPPINES (July-October 2017)San Antonio, Pasig, 1605 Metro Manila Philippines**

Technical Support Intern – IT Department

**CHARACTER REFERENCE**

* Mrs. Norma Marquez

(Supervisor)

Name of Company: Murphy and McKay Associates

Email: Norma@murphymckay.com

Contact Number:+1 (925) 819-2417

* Mr. Eric Harvey

(Supervisor)

Name of Company: The Arc San Francisco

Email: [eric@thearcsf.org](mailto:eric@thearcsf.org)

Contact Number: (650) 274 - 7516

**CERTIFICATES AND AFFILIATION**

Cisco Certified Network Associate with CompTIA A+ Boot Camp Training

Microsoft Office Specialist

Salesforce Big Project Move/Server Rack

Junior Philippine Computer Society Member (2013-2017)

Technical Support at SITEL

Attended SAITE 2016 in Balanga Bataan - Centro Escolar University

Attended EdukCircle 2015 in UP - Centro Escolar University

Attended RAITE 2017 in Baliwag Bulacan - Centro Escolar University

Attended First General Assembly and Leadership Congress Echo Seminar with the theme: “Executives for Change and Order”.

Attended the First General Assembly and Leadership Congress Echo Seminar with the theme “Executives for Change and Order”

Participated in Project Rubix supporting IT works stream from August 14, 2017 until its completion on September 01,2017

Completed of 500 hours Practicum Training in SITEL

**Tertiary:**

Graduated: Associate in Information Technology SY 2015-2016

**Graduated: Bachelor of Science in Information Technology** S.Y 2017-2018

**Secondary:**

**2008 - 2012** Saint Nichols Academy, Poblacion Macabebe Pampanga

1st Year High School to 4th Year High School

**2019**  **Rivan School of Technology Inc.** CCNA 200-125 Routing and Switching and CompTIA A+ (May 20-24)

**TECHNICAL SKILLS**

* CCNA Network Associate with CompTIA A+
* Java, VB.NET
* Microsoft Office, Microsoft Excel, Adobe Photoshop (Microsoft Specialist)
* has a background using Active Directory
* Knowledge about programming and using PHP, JAVASCRIPT , NODE , HTML
* Troubleshooting hardware and software
* Relocation Technician
* Network Troubleshooting/ DHCP & DNS Server
* Software, Hardware and Network troubleshooting
* Support and troubleshooting while in a remote access mode
* Ticketing Systems
* Adobe Photoshop and Illustrator
* Configuring IP Address in Cisco Router
* Configuration DHCP Server
* IP Telephony

**PERSONAL SKILLS**

* Competent and takes initiative
* Can operate under minimum supervision;
* Working Capability: Day/Night Shifts @ SITEL Philippines
* Competent team player; ability to work under pressure
* Versatile learner and leader; willing to take more responsibilities as needed
* Ability to maintain strict levels of confidentiality in handling sensitive information
* Highly organized and efficient; can deliver exceptional results on time
* Proficient in Filipino and English skills (Oral and Written communication skills)
* Proficient in Presentations/Public Speaking
* Ability to balance workload efficiently; able to operate in a constantly changing work environment and able to learn programs quickly