JUSTINE JOSEPH BANAL

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**EDUCATION**

**College of Southern Nevada** Las Vegas, NV 2019 - Present

AAS Computing and Information Technology

**WORK EXPERIENCE**

**IT Assistant**  Las Vegas, NV March 2021 – Present

Renaissance Power and Gas

* Maintenance of company WordPress website.
* Setup and maintainance of workstations.
* Scanner and printer maintainance.
* Maintainance of Windows Server 2016
* Basic Active Directory management

**Technical Support Representative** Remote, AR December 2020 – February 2021

ABC Fitness Solutions

* Provide support on client computer systems.
* Install and maintain hardware and software to meet client requirements.
* Maintain detailed records of daily interactions with clients.
* Collaborate with other employees to research and resolve problems.

**Assistant Biller** Las Vegas, NV November 2018 – March 2020

Good Shepherd Rehabilitation

* Various clerical projects (scanning, printing, filing)
* Input patient’s data on Medical software
* Bill insurance for patients’ procedures
* Verify payments for inaccuracies.
* Assisting with paper works

**Softline Associate**

Kmart Corporation Las Vegas, NV August 2016 - November 2018

* Ensure great customer service.
* Responsible for go backs.
* Fixes and maintains clothing displays.
* Acts as porter if necessary.

**Cashier**

99 Cents Only Store Las Vegas, NV October 2014 - August 2016

* Cash management
* Ensure great customer service.
* Responsible for go backs.
* Restocking of merchandise
* Assist customer in carrying and loading/unloading bags.

**SKILLS/ACCOMPLISHMENTS**

* Build, setup, and maintain computers.
* Setup printers, routers, switches, and wireless devices.
* Knowledge of software and hardware issues.
* Proficient in Windows 7 and 10.
* Experience in Linux.
* Proficient in Microsoft Office Suite
* Good analytical skills to analyze and troubleshoot problems.
* Remote into computers to diagnosing and troubleshooting.
* Analyze and diagnose virus and malwares.
* Able to communicate with passion and professionalism.
* Proficient in both English and Filipino.