**Gio Punongbayan**

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925-360-0545

**Summary**

Accomplished problem solver with a strong background in the hospitality industry. Gained oversight as a manager by cultivating client and staff relationships. Driven to use computer technical skills to support any company.

**Work Experience**

**IT Contractor**

**IT Support for John Muir Health**

*June 2021 – Current*

* Proficient in using Active Directory, Troubleshooting/Building computers for users, VDI, Remote Desktop Connection, and Microsoft Endpoint Manager (SCCM, Software Center, Epic,)
* Built a great relationship with clients in all John Muir Health campuses
* Configure new PCs for users
* Participated in the Windows 7 to Windows 10 upgrade project in all JMH Campuses

**Valet Parking Manager**

**Contra Costa County Regional Center – Signature Parking. Martinez, CA.**

*March 2018 – Current*

* Troubleshoot mobile applications for new hires required for the job (Paycom, When2Work)
* Create weekly schedules for employees on a monthly basis
* Create and implement project plans with the CEO to upgrade our valet service by implementing new safety procedures and reorganize the parking lot where patients had a choice to to park their own cars following social distancing
* Facilitate parking lot flow for patients and hospital employees by maximizing parking for patients and direct employees to their designated parking spots
* Organize team building events to strengthen motivation and customer service
* Train new onboard employees to execute standard work procedures

**Certificates**

**Google IT Support Professional Certificate**

*October 2020 – Current*

* Perform day-to-day IT support tasks including computer assembly, wireless networking, and installation of programs
* Identifying system errors and to troubleshoot software by debugging and eliminating possible causes
* Assist end users with technical configurations by having knowledge in all Operating System utilities
* Gain knowledge of systems including Linux, Domain Name Systems, Command-Line Interface, and Binary Code

**Education**

**Diablo Valley College. Pleasant Hill, CA.**

*September 2015 – 2018*

* Associates Degree in General Business Administration
* Pursuing Associates Degree in Information Systems/Web Design