EDGAR J. LADRINGAN, JR.

email: edladringan@gmail.com

EMPLOYMENT HISTORY

BlackBox (under TEKsystems Inc.)

Desktop Engineer 05/06/2019 – 10/08/2021

* Clients are Bank of America and Merrill Lynch only
* Travels to Bank of America/ Merrill Lynch Corporate and Financial locations around the Bay Area
* Maintains, installs, deploys software, re-images, troubleshoots and repairs desktops, laptops, servers, switches, routers, network issues, registers, pin pads, printers and any bank or corporate Tech Hardware.
* Reimages computers using usb boot drives and scheduling bare metal builds using an OS deployment software called smtools.
* Upgrading PCs from Win 7 to Windows 10 using windows 10 installation media from usb boot drive or through an enterprise server with an OS deployment software
* Back up data of computers remotely or onsite by converting local data to MIG file and saving it lto another pc, a server or cloud.
* Wipe out data from computers by using a usb boot key.
* Troubleshoot any bank network connection issue by checking the physical and software status of all network related hardware like modems, switchs, router, WAPS and all network cables.
* Windows 7 and Windows 10 Operating Systems support
* Experience with Office 365 and Microsoft SCCM

COMPUCOM (under contract with Netview)

I.T. Dispatch Support Tech – Break/Fix 08/01/2018 – 04/02/2019

* Travels to each clients location
* Maintains, analyzes, installs, deploys software, re-images, troubleshoots and repairs desktops, laptops, servers, switches, routers, network issues, registers, pin pads and printers for enterprise businesses, banks, retail stores and in-home clients
* Includes non-business hour projects like switch installs and next day site survey to make sure bank network systems are working properly after hardware changes for Wells Fargo.

Freelance PC Technician 12/07/2016 - 02/14/2018

* Build and repair Desktop Computers. Install OS, computer software and provide encoding services for clients.
* Advertise my PC repair services online through facebook, olx.com.ph, etc.
* Full time job as some clients require immediate PC repair and may take days to fix issue.
* Includes upgrading operating systems from Windows 7 to Windows 10
* Provide overclocking processors and video cards services to game enthusiast clients

Johns Computer Repair and Rentals

I.T. Specialist (Desktop Computers) 04/11/2015 - 12/06/2016

* Build and repair desktop computers. Maintain the network of computers and fix

Internet problems.

* Purchasing compatible desktop computer parts to build an office or gaming computer
* Installing or upgrading old operating systems to newer ones
* Installing Microsoft office applications, games, security software to desktop computers
* Troubleshooting network issues of desktop computers
* Replacing or upgrading defective/old desktop computer parts.

Technical Support Professional (Hewlett Packard Desktop Computer account)

Stream Global Services (now CONVERGYS) 11/16/2009 - 12/11/2010

* Provide Technical Support to end users via phone to fix software and hardware problems of HP desktop computers

Tier 3 Technical Support Representative (Bellsouth internet, AT&T DSL & U-verse Account)

CONVERGYS 05/07/2007-11/24/2008

* Provide Technical Support to end users via phone to fix DSL/fiber optic internet problems, IP TV and VOIP telephone issues for AT&T U-verse subscribers.

SEMINARS / SYMPOSIUM / CERTIFICATES

* Lenovo RAWBASICS - Warranty Basics for Technicians and Profile Administrators
* Lenovo RASERVICE – Notebook, Tablet, Desktop & Workstation Authorized Technician
* Certificate of Typing Speed and Accuracy (48 wpm)
* Dell Client Foundation Certificate
* Dell Enterprise Foundation Certificate
* Association of Information Management Students (AIMS)

“Business w/o Capital using Information Management Technology”

July 16, 2003

* New Microsoft Software presentation in AMA University

“Latest in Office Software Tools for easier document and webpage presentations”

Feb 9, 2004

* AMA-China Robotics Lab Tour

“Computer controlled Robotic Arm Device presentation”

Oct 25, 2004

* W.C. Virgo Ink Manufacturing Inc. Team-Building Seminar

“Promoting Team-Work by developing Inter-Department Worker’s Personal Relations”

* Bellsouth Internet Systems Training Seminar

“How the internet infrastructure works and how to maintain it”

May 7, 2007

* AT&T Uverse VDSL Service training

“How VDSL works and troubleshooting VDSL problems regarding internet, phone and television”

February 18, 2008

* Hewlett Packard product training

"How to fix HP Desktop hardware and software issues"

November 16, 2009

ACHIEVEMENTS

* 1st to 3rd Honorable Mention from Grade 1 to Grade 6 at St. James College of Q.C.
* Pilot Section from 1st to 4th year at Quezon City Science High School
* 3-time Dean’s List at AMA Computer University
* Overall awardees in English proper grammar and pronunciation contest in AMA Computer University
* Constant high and/or highest batch grade on Management Information Systems major subjects in AMA University.
* Complete attendance in all training seminars at Convergys business solutions
* TACRIFT champion for 3 months at Convergys including a 12 out of 12 100% rating for the month of October 2007 (perfect rating in the monthly costumer service survey)
* Always in the top 3 of the team’s highest score cards while working at Convergys Business Solutions.

EDUCATIONAL BACKGROUND

AMA Computer University 2001-2005

Project 8, Quezon City, Philippines

BSBA major in Management Information System (MIS)

SKILLS

* Proficient in using Microsoft Office Software: MS Word, Excel, Powerpoint, Adobe Photoshop, Frontpage, Journal and Spreadsheet
* Knowledge in Integrated Computer Software: Foxpro, G.W. Basic, Moviemaker, Flash and HTML
* Proficient and Creative in making and editing web pages.
* Capable of Fixing Computer Software and Hardware-based Problems
* Capable of Building a Desktop Computer
* Knowledge in Integrating Computer Networks for Business purposes.
* Proficient in speaking the English and Tagalog language
* Fast in Computer Keyboard Typing
* Well trained in fixing internet connection problems (DSL, Wireless, WIFI, satellite, dial-up)
* Excellent communication skills
* Knowledge in setting up / troubleshooting televisions (air tv, cable, sputnik, HD)

REFERENCES

Paul Acommazo

I.T. Services Technician

BlackBox

(530) 312-1891

Peter Brookes

I.T Dispatch Support Technician

COMPUCOM

(510) 815-3803

Jordan Taylor

I.T Dispatch Support Technician

COMPUCOM

(530) 344-6740