

MIKE FRANZ M. ASPA

IT SUPPORT

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SUMMARY

A fresh graduate in Information Technology who is eager to learn and start my career in the IT field as an IT Support, where I can apply my problem-solving skills and continue learning on the job. I may not have formal experience yet, but I'm a fast learner with a strong interest in helping people with their technical issues. I am excited to grow in a support role where I can contribute, adapt, and gain in a real-world experience.

TECHNICAL SKILLS

- Troubleshooting computer hardware and software, printer, and peripheral setup.
- Familiar with WAN/LAN setup, basic router configuration.
- Windows 10/11 installation and setup
- Windows 10/11 installation and setup, hands on experience in Windows 10/11.
- Comfortable learning new software and tools quickly.

EDUCATION

Bachelor of Science in Information Technology

Bestlink College of the Philippines, Quezon City (2019-2025)

- Capstone project titled: *Human Resources I: (Employee Records Management, Attendance and Time Tracking, HR Compliance, Onboarding/Offboarding) with predictive analytics using Tensorflowjs*. – A system that used in HR department to optimized the process of the given sub-modules with a feature of face recognition, 2 factor authentication, and machine learning using Tensorflowjs.
- Learned the basic of troubleshooting about software and hardware, learned the fundamentals of programming with different languages and framework.

INTERNSHIP EXPERIENCE

IT Intern / Data Encoder

Life Saver Medical Services – Quezon City

April 2025 – July 2025

- Assisted in troubleshooting basic hardware and software issues for office staff
- Assisted in organizing and verifying data to ensure correct input into their database
- Gained familiarity with data privacy protocols and handling sensitive patient information
- Supported the staff with basic technical issues, such as login problems and software navigation

ADDITIONAL INFORMATION

Certification

- Information Management in the Digital Age – Truline Holdings and Development PTE LTD