

NELJAYSON ANTONIO

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SUMMARY

More than 6 years working experience as IT Support / IT Technician, working experience in Administrative role and strong knowledge in Graphic Designing

COMPUTER SKILLS

LANGUAGE:

- Frontend: HTML5, CSS3, React, jQuery, Javascript, Bootstrap
- Backend: Basic Node, Basic Express, JSX, Basic PHP, API

TECHNICAL:

- Troubleshooting Computer Hardware
- Basic Network Troubleshooting
- Install Software Applications
- Install Operating System
- Install Pheripherals

SOFTWARE:

- Database: MySQL, PostgreSQL
 - For Version Controlling System: Git, Gitbash and Github
 - Operating System: Windows XP, 7-11, Windows Vista
 - Adobe Photoshop, Adobe Illustrator and Adobe XD
 - Microsoft Office: Word, Excel, Powerpoint,
 - Other(s): Web3, CodeIgniter, Canva and Figma
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EXPERIENCE

MANAGER

Est. 1819 King Crab Pte. LTD | Boat Quay, Singapore

February 2024 - Present

- Plan, forecast and execute food and beverage orders
- Process customer complaints patiently
- Plan alternative recipes for customers with special dietary needs
- Check food and beverage supplies and place orders when needed
- Track and order shipments
- Communicate and build strong relationships with vendors
- Adhere to food, health and safety standards
- Plan, hire, train, oversee and manage the members of staff
- Oversee and supervise the welcoming of customers
- Always strive towards an exceptional customer experience

ADMIN STAFF CUM IT SUPPORT OFFICER

Casa Jedliana Hotel & Resort | Nueva Ecija, Philippines

August 2022 - July 2023

- Assisting in the preparation of budgets
- Managing records and receipts, reconciling daily, monthly and yearly transactions
- Preparing balance sheets and processing invoices
- Providing customer service to clients
- Supporting the Finance Manager and Executives with projects and tasks when required

- Checking software applications for new updates including patches remote or on-site when required
- Diagnose PC and laptop problems
- Basic network troubleshooting

FREELANCE IT TECHNICIAN

Hakata Tosoten Pvt. Ltd., Co | Ehime, Japan

June 2018 - October 2021

- Repairing computer desktops and laptops
- Assembling and disassembling computer hardware
- Perform installation of windows operating system
- Install software applications: Anti-virus, Microsoft Office Suite and other applications
- Install peripheral's drivers
- Upgrade computer hardware
- Software upgrade and patching applications

PAINTER (SKILLED WORK)

Hakata Tosoten Pvt. Ltd., Co | Ehime, Japan

May 2018 - October 2021

- Preparing the surface (by sanding, blasting, cleaning, etc.)
- Removing old coatings using chemicals, applying primers and finish coats, spray painting (indoors and outdoors)
- Estimating the quantity and type of coating needed, and the required amount of labor for each task

DIGITAL MEDIA OPERATOR

Asia Datawords 24/7 Philippines Inc. | Makati City, Philippines

July 2016 - March 2018

- Quality assurance of digital support across desktop and mobile environments
- Deployment of digital content on major CMS (AEM, Drupal, Sitecore, Demandware, etc.)
- Localization of digital support (HTML newsletters, CSS, Javascript and Flash banners)
- Work of several project requests simultaneously while meeting tight deadlines
- Project follow up and reporting

INTERN

Department of Science and Technology (DOST)

Technical Division | San Fernando Pampanga, Philippines

November 2015 - March 2016

- Identifies, investigates, and resolves users' problems with computer software and hardware
- Consults with users to determine steps and procedures taken to identify and resolve the problem
- Applies knowledge of computer software, hardware, and procedures to solve problems
- Guides users through diagnostic and troubleshooting processes, which may include use of diagnostic tools and software and/or following verbal instructions
- Collaborates with other staff to research and resolve problems
- Arranges service by software or hardware vendors to repair or replace defective products
- Maintains knowledge of technology innovations and trends
- Performs other related duties as assigned

IT SUPPORT TECHNICIAN

Ediane Communications | Nueva Ecija, Philippines

2009 - 2012

- Set up hardware, install software, maintain and repair technological equipment
 - Manage software in computers and networks
 - Ensure privacy and data protection
 - Perform regular upgrades
 - Perform troubleshoot activities
 - Install well-functioning LAN/WAN and other networks
 - Manage and implement security solutions
 - Create records of repairs and fixes
 - Provide technical support remote and on-site
 - Train and collaborate with other team members
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EDUCATION

NUEVA ECIJA UNIVERSITY OF SCIENCE & TECHNOLOGY

Year 2012 - 2016

Cabanatuan City, Nueva Ecija, Philippines

- Bachelor of Science in Information Technology
- 4-year Bachelor's Degree
- Major: Web Applications Programming