



RIEVEN A. MENDOZA

NETWORK SUPPORT TECHNICIAN

CONTACT

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TECHNICAL SKILLS

- TCP/IP, OSI Model, DHCP, DNS
- Cisco Packet Tracer (topology design & configuration)
- LAN/WAN issues, connectivity diagnostics

SOFT SKILLS

- Strong problem-solving ability under pressure
- Critical Thinking
- Attention to Detail
- Collaboration & Teamwork
- Highly adaptable and quick to learn new technologies

LANGUAGES

- Filipino
- English



PROFILE

A detail-oriented and dedicated BSIT graduate majoring in Networking Technology, seeking an entry-level position as a Support Network Technician. Eager to apply my hands-on experience in network simulation, troubleshooting, and infrastructure support to contribute to a reliable and efficient IT environment. Committed to continuous learning and delivering quality technical support in a collaborative team setting.



INTERNSHIP EXPERIENCE

IT Support Intern

AUGUST 21, 2027 - NOVEMBER 21, 2027

Lipa City Hall | Lipa City, Batangas

- Assisted in configuring and maintaining network devices such as routers and switches.
- Supported daily troubleshooting of LAN connectivity and IP configuration issues.
- Documented network topologies using Cisco Packet Tracer and reported system performance issues.
- Provided basic technical support for employees and helped in hardware and software setups.

ACADEMIC PROJECT

Network Troubleshooting Simulation

APRIL 2025 - MAY 2025

- Simulated real-world network environments using Cisco Packet Tracer
- Designed and configured basic network topologies including routers, switches, and end devices
- Troubleshoot common connectivity issues (IP conflicts, routing errors, DNS problems)
- Applied OSI model layers to diagnose and resolve technical issues effectively
- Strengthened hands-on skills in TCP/IP, subnetting, and VLAN configurations



EDUCATION

Major in Network Technology

2023-2027

Bachelor of Science and Information of Technology

Batangas State University Jose P. Laurel Polytechnic College

CERTIFICATIONS

- CCNA certification
- CompTIA Network+

REFERENCES

Available upon Request.