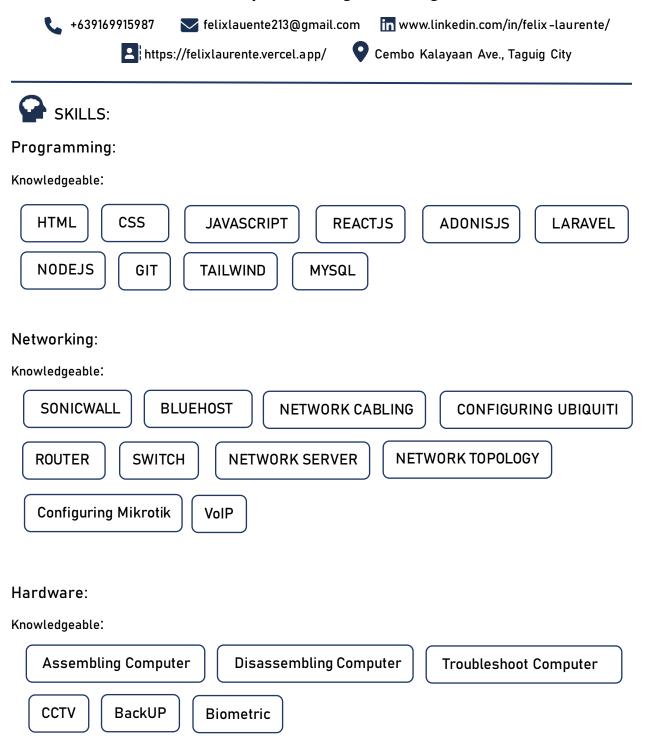
Felix Laurente

a Computer Engineering



Profile

Technology-driven IT Support Specialist who integrates technical acumen with problemsolving expertise to expand IT operations. Solid knowledge in information system and communication network maintenance, installation, troubleshooting, administrative support, and user management. Highly effective team player, with proven success in quality control, customer service, technical support, and operations analysis.

CERTIFICATE:

Responsive Web Design

freecodecamp

Web Development: Using HTML5 and CCS3

STI College

PHP & MySQL Fundamental: Creating a Database Website

STI College

Android Development

STI College

MATRIX "Born to Code, Design to Assemble

STI College

Linux System Administration

STI College



Work Experience

Lacson & Lacson Insurance Broker Incorporated

MIS Support

Date Hired: March 2019 - Present

Specialization: Hardware, Software, Networking, Programming

Industry: Insurance Company

Job Description of MIS Support include the ff:

- Provide customer support for system functional, operational and technical issues.
- Develop MIS process improvements for increased efficiency.
- Maintain and support MIS activities.
- Coordinate with cross-functional teams to resolve complex problems/issues.
- Provide technical support to ensure that hardware and software systems are fully functional.
- Manage security administration activities for systems.
- Create and generate reports in timely and accurate manner.
- Conduct system training to appropriate staff on regular basis.
- Manage system maintenance and security activities.
- Train users on new applications and upgrades.

Sketch and Design Construction Co.
I.T Programmer
Date Hired: November 2019 - February 2019
Specialization: Programming, Networking
Industry: Construction and Interior Design

Job Description of I.T Programmer include ff:

- Analyzes the system based on date gathered from various groups/departments and recommends upgrading or improvement for a more responsive and efficient operating system.
- Determines operational feasibility by evaluating analysis, problem definition, requirements, solution development, and proposed solutions.
- Documents and demonstrates solution development, and proposed solution.
- Improves operations by conducting system analysis, recommending changes in policies and procedures.
- Handles other duties and responsibilities and special projects as assigned or needed.



Bachelor of Science in Computer Engineering STI College - Global City 2016