



GLENARD PAGURAYAN

Tech Support / IT Support / Administrative Assistant /
IT Sales Technician / Software Developer

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About Me

Adaptable and detail-oriented IT Support and Administrative Assistant with a strong background in technical troubleshooting, customer service, and office support. Skilled at providing efficient solutions, ensuring smooth daily operations, and delivering quality service in fast-paced environments.

Skills

- Technical Troubleshooting
- Software and Hardware Support
- Network and System Maintenance
- Help Desk Support
- Microsoft Office Suite (Word, Excel, Outlook)
- Remote Desktop Support (TeamViewer, AnyDesk)
- Data Entry and File Management
- Inventory and Asset Management
- Customer Service and Communication
- Document Preparation and Reporting
- IT Sales & Product Demonstration
- Customer Service & Client Communication
- Time Management
- Problem-Solving
- Team Collaboration

Awards

July 2023 | Cagayan State University

- **Academic Distinction Award**
- **Best Capstone Online Category Award**
- **Programmer of the year**
- **Leadership Award**

April 2018 | PLDT InfoTeach and Outreach

- **PLDT home FIBR Broadband Quiz Contest**

Language

- English
- Filipino

Expected Salary (3,000 - 4,500 SGD)

Experience

IT Sales Technician

January 2025 - Current

Silicon Valley Computer Group Inc. Phil

SM City, Tuguegarao City, Cagayan, Philippines

- Help customers choose the right computer products
- Explain features and benefits of tech devices
- Set up and install hardware for customers
- Troubleshoot basic tech problems for clients
- Provide demos of new computer products
- Take customer orders and process sales
- Follow up with customers after purchase
- Keep track of inventory and stock levels

IT Support

August 2023 - December 2024

Commission on Elections - COMELEC Region 2

Tuguegarao City, Cagayan, Philippines

- Set up computers and devices for election staff
- Install and update election software
- Fix hardware problems like printers and computers
- Help users with login and passwords
- Keep the network working during elections
- Back up important election data
- Watch system performance and fix slowdowns
- Protect systems from hackers and viruses
- Provide tech support on election day
- Teach staff how to use election technology
- Repair or replace broken equipment
- Set up voting machines
- Manage user accounts and access
- Make reports about IT systems
- Work with software companies for updates

IT Support Intern

January 2023 - May 2023

Environmental Management Bureau - DENR Region 2

Tuguegarao City, Cagayan, Philippines

- Assisting staff with computer issues (e.g., slow performance, software errors, hardware malfunctions)
- Troubleshooting network connectivity and printer problems
- Setting up and maintaining computer workstations and peripherals
- Supporting users with email setup, login issues, and password resets
- Performing regular software updates and antivirus scans
- Monitoring hardware status and reporting issues to senior IT staff
- Assisting in backing up important files and managing data storage
- Maintaining inventory of IT equipment and supplies
- Helping with IT-related paperwork and procurement tracking

Certificates

- Certificate of Completion - Cybersecurity for Everyone
- Certificate of Completion - Google AI Essentials
- Certificate of Completion - PLDT InfoTeach Outreach Program (Phase 5)
- Certificate of Completion - Computer System Servicing NC II (320 Hrs.)
- Certificate of Completion - On The Job Training (500 Hrs.)

Education

Bachelor of Science in Information Technology

2019-2023

Cagayan State University

- Consistent Dean's Lister (1st Year College)