Jonas G. Generao

IT SUPPORT ENGINEER

Details

Imus
Philippines
09286320192
generaojonas@gmail.com

Links

Facebook

Instagram

Gmail

Skills

IT Troubleshooting

Customer Service

Communication Skills

Computer Skills

Computer Networking

Communication

Ability to Work in a Team

Teamwork

Fast Learner

Adaptability

Ability to Work Under Pressure

Profile

Highly motivated and detail-oriented IT professional, recently graduated with a Bachelor of Science in IT, majoring in Information and Network Security. Possessing a strong foundation in IT support, I am adept at troubleshooting and resolving diverse technical issues. Proven track record as a Technical Support Representative, with a focus on delivering prompt and effective solutions. Solid understanding of network troubleshooting, system administration, and cybersecurity. Eager to contribute my skills, knowledge, and passion for IT support to a dynamic team in a challenging and innovative environment.

Employment History

Technical Support Representative, Harte Hanks, Taguig

AUGUST 2021 — NOVEMBER 2023

My responsibilities included addressing user concerns, such as password recovery and account security breaches. This experience not only strengthened my technical skills but also enhanced my problem-solving capabilities in a fast-paced environment.

Front Desk, City Hall of Makati (Business Permit Office), Makati City

FEBRUARY 2020 — APRIL 2020

. This involves not only extending a courteous welcome but also diligently collecting the necessary documentation from them. Subsequently, I thoroughly examine the provided papers to assess their eligibility for the issuance of a new business permit, ensuring compliance with relevant regulations and requirements.

Education

Bachelor of Science in Information Technology Major in Information and Network Security, University of Makati, Makati City

AUGUST 2020 — JULY 2024

College days immersed me in Information Technology, emphasizing Information and Network Security. I honed technical skills, tackled real-world projects, and developed a knack for problem-solving. Excited to apply this knowledge in a professional context.

Courses

Certified in Cybersecurity Certificate , The International Information System Security Certification Consortium (ISC2)

NOVEMBER 2023 — NOVEMBER 2023

Internet Resource Management Course, Asia Pacific Network Information Centre (APNIC)

SEPTEMBER 2023 — SEPTEMBER 2023

Mutually Agreed Norms for Routing Security (MANRS) Course, Asia Pacific Network Information Centre (APNIC)

MAY 2023 — MAY 2023

Cybersecurity Fundamentals, Asia Pacific Network Information Centre (APNIC)

MAY 2023 — MAY 2023