ABOUT ME

Enthusiastic I.T Networking and Security eager to contribute to team success through hard work. Attention to detail and excellent organizational skills. Clear understanding of time management and work optimizing and training skill. Motivated to learn, grow and excel in I.T Industry.

SKILLS

Remote Support

Troubleshooting and Resolution

Network Security

TCP/IP Protocol

Firewalls

Network Infrastructure Administration

Cloud Services

VPNs and Security Product

Switches and Routers

EDUCATION

Bachelor of Science in Information Technology
University of the Cordilleras (2016-2019)

- **Capstone Project :** PetBuddy: Pet Care Services with Pet Store Navigator

- **Project Description :** It is an application that provides pet care services to our users to which they can be able to book appointments and buy a certain pet products and supplies. Petbuddy also enables the users to locate and navigate various pet stores within a local area.

- One of my core responsibilities in this application are:

  - Managed to CRUD (Create, Read, Update and Delete) all the data in the database.

  - Responsible in maintaining the application system that stores and organize data.

  - Ensured that customers profile are secured.

High School Diploma
Macao Sam Yuk Middle School (2006-2014)

SOCIALS

LinkedIn
https://www.linkedin.com/in/jo%C3%A3o-paulo-jaquias-53296a183/

JOAO PAULO JAQUIAS

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EXPERIENCE

■ **FREELANCE IT TECHNICIAN (SEPTEMBER 07 2021 - PRESENT)**
Digital Smarthands

- Troubleshooting the servers and switches at Nike shope.
- Installing velocloud devices, routers and configuration

■ **IT Engineer (JAN 2020 - JAN 2021)**
Vastcom Technology Limited, Macao, Macau

- Performed scheduled service work, including installations, testing and repairs.
- Wrote work orders, accounting for standard budgeting guidelines and operational parameters.
- Oversaw development and maintenance of organization computer systems and intranet.
- Managed installation, upgrade and deployment projects and provided on-site direction for network engineers.
- Monitoring OPmanager for pc updates or failing memory status.
- Monitoring Emails for providing our services goes well.
- Monitor all systems are on line with business and day-to-day operation activities.
- Handle operating system, office and business software installation and implementation.
- Network infrastracture and Administration, including participating in dedicated project tasks.
- Hardware repair & maintenance for PC & Equipment.
- Troubleshooting, user support on using software and hardware.
- Handle system backup & recovery, virus cleaning and prevention.
- Provide end users training on office and application software

■ **IT INTERN (MAY 2019 – JUL 2019)**
The Manor At Camp John Hay

- Assisted IT team members by crafting project research material for implementation.
- Closely collaborated with project members to identify and quickly address problems.
- Managed network and system performance, conducting troubleshooting, security patching and maintenance.
- Installed and managed audiovisual equipment.
- Troubleshooting printers, Pc's updates and cabling.

■ **AT YOUR SERVICE AGENT (APR 2015 – JUN 2016)**
JW Marriott Macau, Macao

- Maintained well-developed relationships with customers and fellow employees by utilizing services.
- Answering phone calls through outgoing or ingoing calls.
- Providing guest's request such as amenities, bedsheets, and extra bed etc.
- Monitoring guest's request to goes well.
- Providing the information about the hotel into outgoing guest call.