

# JOHN FAJARDO



John.fajardo008@gmail.com

## EDUCATION

University of West Negros Occidental  
NexGenT Cyber Security Program

2011-2012

2021-2022

## CERTIFICATIONS

CompTIA Security+  
NGT Cyber Security Associate  
NGT Cyber Security Professional  
NGT Intro to Networking  
Manual Software Testing: complete course by Balvir Chahal(Udemy)

## EXPERIENCE

**Company: Axiom Memory solutions**

Sept 2022 - Present

**Title:** QA/Internal Tech support

- Test and troubleshoot incoming and outgoing products(RAM, Hard drives)
- Process RMA and input data into SAGE 100
- Update and track cases in the ticketing system as per results of testing and troubleshooting(Faveo)
- Perform Internal tech support duties such as printer, computer, label maker, basic network and system issues.
- Perform basic SQL queries as per request with Microsoft SQL Server.

**Company: Austin High School ISD(contractual)**

Feb 2022 - Sept 2022

**Title:** Field Tech Support

- Help setup printers, PC, and projectors in the beginning of the school year.
- Help repair loaner laptops for the students.
- Performed Tech support duties for the teachers and students such as printer, software, and connection issues.

**Company: usertesting.com(part-time)**

2022 - Present

**Title:** Website tester

- Perform exploratory testing.
- Record and report user experience as per the requirement provided.
- Report bugs that may show up during the recorded exploratory testing.

## SKILLS AND TECHNOLOGIES

Microsoft Office Suite, Help Desk, Ticketing System, Virtual Machines, Jira, SQL, Xray, Faveo, Sage 100, Bugzilla, Trello, Pentesting, information gathering, Postman, QAtouch