**CARLO PANGANIBAN**

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**PROFESSIONAL SUMMARY**

Recent Information Technology graduate with hands-on experience in technical support, hardware and software troubleshooting, and network diagnostics during internship. Known for resolving of support issues on first contact and deploying over 50 IT devices. Eager to apply strong problem-solving, communication, and customer service skills in a help desk or IT support environment.

**TECHNICAL SKILLS**

**Operating Systems:** Windows 10/11, Linux (basic)  
**Hardware:** PC and Laptop Repair, Printer Setup, BIOS Configuration  
**Networking:** LAN/WAN, TCP/IP, DHCP, DNS, Network Cabling  
**Tools:** TeamViewer, AnyDesk, Microsoft Office 365, Remote Desktop  
**Programming (Academic):** Python, Java, Mobile App Development (Basic)

**INTERNSHIP EXPERIENCE**

**IT Assistant (Intern)**  
*STI College Balayan Inc.* — *Jan 2025 – Apr 2025*

* Provided Tier 1 support for 50+ end users, resolving hardware, software, and connectivity issues.
* Deployed and configured over 50 desktops, printers, and projectors across the campus.
* Conducted diagnostics on Windows systems and assisted in LAN setup using tools like ipconfig, ping, and tracert.
* Delivered basic IT guidance to non-technical users, improving tech issue response efficiency.

**EDUCATION**

**Bachelor of Science in Information Technology**  
*STI College Balayan Inc.* — *2021 – 2025*

* **Capstone Project:** Developed a mobile-based learning app for Grade 5 Science students, designed to improve engagement and comprehension through interactive quizzes and lessons.
* **Relevant Coursework:** Systems Administration and Maintenance, Platform Technology (Operating Systems), Network Technology 1 & 2, Data and Digital Communications, Information Assurance & Security (Cybersecurity Fundamentals), IT Service Management, Computer Programming 1 & 2, Human-Computer Interaction, Mobile Systems and Technologies, Web Systems and Technologies

**SOFT SKILLS**

* Clear Communication
* Customer Service Orientation
* Time Management
* Team Collaboration
* Fast Learner & Problem Solver
* Adaptability Under Pressure

**REFERENCES**

Available upon request