

Keneth Mariuz T. Banasihan

Sto. Domingo Bay, Laguna 4033 | kenethmariuz.banasihan@gmail.com | 09195845006

TECHNICAL SKILLS

- Programming & Web Development: Java, C#, HTML, CSS, PHP, JavaScript, Python
- Database Management: SQL
- IT Support: Computer hardware & network troubleshooting
- Tools & Applications: Microsoft Office (Word, PowerPoint, Excel) Adobe (Photoshop, Premiere Pro)

INTERNSHIP

IT Support Intern - Concentrix Nuvali

February 2025 – April 2025 | 486 Hours OJT | **Outstanding Performance Award**

- Provided IT Support during night shift operations by troubleshooting hardware and software issues through a ticketing system, effectively identifying, logging, and resolving recurring and recent technical problems.
- Provided technical support to 500+ employees, addressing common issues involving keyboards, mice, headsets, monitors, desktops, network, and other peripherals.
- Delivered remote and on-site technical support, ensuring minimal downtime and timely issue resolution.
- Performed hard drive reformatting and data sanitization for 500+ devices in compliance with company security and deployment standards.
- Diagnosed, reimaged, and deployed 300+ desktops, including OS installation, system configuration, and application setup.
- Utilized Active Directory for user account administration, including account creation, password resets, access verification, and basic group management.
- Assisted in network troubleshooting, restoring internet connectivity by replacing LAN cables and supporting basic configurations within server room environments.
- Maintained accurate IT asset management records, tracking hardware assignments, inventory status, and device lifecycle.
- Ensured compliance with IT security policies, standard operating procedures, and data protection guidelines.
- Installed necessary applications on desktops based on each department's designated requirements.

ACADEMIC PROJECT

Capstone Project – Calamba College Finder

Project Leader & Lead Programmer | STI College Calamba 2024

- Led a team in developing an information system that provides students with school listings, available courses, tuition fee details, and licensure exam passing rates.
- Oversaw system architecture, database design, and coding using PHP, MySQL, HTML, CSS, and JavaScript.

EDUCATION

STI College Calamba

Bachelor of Science in Information Technology

Graduated Magna Cum Laude

2021-2025

Calamba City, Laguna

CERTIFICATES

SAP Business One - Beronika Peña

Linux Professional Institute (Partnered with STI)

March 2023

Java Foundations - Beronika Peña

Oracle Academy

June 2022