



JOHN MARCO SILVESTRE

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PROFESSIONAL SUMMARY

Detail-oriented IT support professional with hands-on experience in service desk operations, technical troubleshooting, and system support. Skilled in hardware, software, and network assistance, with strong communication skills and a service-driven approach to delivering reliable technical support.

WORK EXPERIENCE

Case Management Agent - Actionlabs IT Services Phils. Corp.
Nov 2022 - Jan 2026

- Managed and monitored machine and server cases across the Philippines, Malaysia, and Singapore using email, Chatter, and FSM systems to ensure timely resolution and accurate tracking.
- Verified server and customer information through calls and email to maintain data accuracy and reduce case handling errors.
- Coordinated engineer scheduling, dispatch, and parts delivery based on customer availability to support fast and efficient service response.
- Maintained detailed case records, tracked issues through resolution, and provided consistent updates to clients and internal teams.

Fault Management Assistance - Curo Teknika, Inc.
Dec 2020 - Aug 2022

- Monitored non-functioning circuits via the Cisco Meraki dashboard, proactively identifying outages and reducing service downtime.
- Delivered First Level Maintenance (FLM) support for clients including BDO Unibank and Max's Restaurant, accurately documenting incidents for efficient tracking and resolution.
- Performed client verification, service updates, and network troubleshooting using NMS tools to maintain system stability and customer satisfaction.

IT Service Desk Associate - MDS Call Solutions, Inc
June 2019 - Jan 2020

- Provided courteous and timely support to service desk requests via telephone, email, and other communication channels, ensuring prompt and professional responses.
- Troubleshoot hardware and software issues by interviewing users to gather necessary information, accurately documenting all requests and resolutions in the tracking system.
- Managed ticket creation, monitoring, and closure, ensuring proper documentation of each issue and providing timely submission of required reports for efficient case tracking.
- Utilized remote connectivity tools to resolve technical issues quickly, minimizing downtime and ensuring user satisfaction.

IT Support (Intern) - Shakey's Pizza Asia Ventures, Inc
Feb 2019 - May 2019

- Provided efficient technical support and problem resolution for employee IT concerns, ensuring quick and effective issue handling.
- Assembled/disassembled desktop computers and installed/configured hardware, printers, operating systems, and applications for seamless IT integration.
- Maintained professional, supportive communication with employees, fostering positive relationships and high user satisfaction.

EDUCATION

2015 - 2019	Bachelor Of Science in Computer Science Taguig City University
2015	Signal Village National High School
2009	Ciriaco P. Tinga Elementary School

TECHNICAL SKILLS

Incident & Ticket Management
Network Troubleshooting & Diagnostic
Remote Connectivity & Remote Support Tools
Hardware & Software Troubleshooting

Computer Hardware Installation & Configuration
Operating System Installation & Configuration
Application Installation & Setup
Web Development

COURSES / CERTIFICATION

Nov 2025 - On going

Full-Stack Web Development Bootcamp
(HTML 5, CSS 3, Bootstrap 5, Javascript ES6, jQuery, Git, GitHub and Version Control, Node.js, Express.js, EJS, REST APIs, PostgreSQL, React.js)

REFERENCES

Jesthony Centeno - Curo Teknika, Inc.
09276099135

Christopher Pacris - Actionlabs IT Services Phils. Corp
09982330858