



MARK CHESTER L. DENIEGA

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PROFESSIONAL SUMMARY

To leverage my technical expertise, problem solving skills, and customer-focused mindset in a dynamic tech support role, where I can contribute to enhancing user experiences, resolving technical issues efficiently, and ensuring seamless operations for both clients and the organization.

SKILLS & COMPETENCIES

Troubleshooting
Backup and Recovery
Setup Server
Setup Networks
Computer Assembly
Software Installation and Configuration
End-user Support
Remote Desktop Tools
Customer Service
Problem Solving
Team collaboration
Attention to Detail
Adaptability

STRENGTHS



Technical Proficiency

Possessed strong technical skills to computers, printers and laser printers. Had a deep understanding of the technology involved and can troubleshoot effectively.



Diagnostic

Excelled in diagnosing issues by leveraging technical knowledge, experienced and a systematic approach to isolate and identify the root causes of problems.

TRAININGS ATTENDED

Epson Online Practical Training for new Service Engineers

PC Micron Enterprises

Sorsogon, Philippines

January 25, 2022 – January 27, 2022

WORK EXPERIENCE

Service Technician Dec 2021 - Present
PC Micron Enterprises, Sorsogon City

RESPONSIBILITIES

- Installed new Sharp Copier or system unit at customer sites. This involved setting up xerox machines, setting up driver software for the peripherals and ensuring that everything is functioning properly.
- Diagnosed the issue and performed necessary repairs. This involved troubleshooting electrical, mechanical or software problems
- Responsible for managing spare parts inventory to ensure that they have the necessary components on hand for repairs and maintenance

ACHIEVEMENTS

- **Cost Savings:** Demonstrated the ability to identify cost-saving opportunities, such as optimized maintenance schedules and suggested more cost effective repair solutions
- **Recognition and Awards:** Achieved Being recognized by peers, supervisors and the company through commendations for outstanding service
- **Reduced Downtime:** Recognized for minimized xerox machines and system downtime through efficient

E-Copy Remote Training

PC Micron Enterprises

Sorsogon, Philippines

March 24, 2022

CERTIFICATION

Computer Systems Servicing NC II

TESDA Sorsogon Provincial Office

City Hall Compound Cabid-an,

Sorsogon City

April 19, 2024

Bicol Blockchain Conference 2023

AMA Computer Learning Center

Legazpi City, Albay

November 17, 2023

Artificial Intelligence

AMA Computer Learning Center

Sorsogon Diversion Rd, Sorsogon City,

Sorsogon

March 7, 2018

ACADEMIC CREDENTIALS

Bachelor of Science in Information Technology

Aug 2019 - Jun 2025 (Expected)

AMA Computer Learning Center,

Sorsogon City

troubleshooting, maintenance and quick repair actions. This contributes to increased productivity for the customer

Technical Assistant Sep 2020 - Dec 2021

PC Micron Enterprises, Sorsogon City

RESPONSIBILITIES

- Offered technical support to team members and customers by addressing inquiries troubleshooting issues and providing guidance on technical matters.
- Helped maintained computers and peripherals as needed to ensure reliability.
- Assisted in maintaining and managing computer components, peripherals and supplies. Kept inventory records up-to-date and ensure it's properly maintained.

ACHIEVEMENTS

- **Effective Technical Support:** Provided valuable technical support to colleagues, team members, and customers by promptly addressing inquiries, troubleshooting issues, and offering solutions.
- **Process Improvement:** Identified and implemented process improvements that enhanced the efficiency and effectiveness of technical tasks, resulted in time and cost savings.
- **Professional Development:** Achieved personal and professional growth by taking on more responsibilities, gaining specialized technical knowledge, and advancing within the company