



Mcdroe Erenea

IT Support Specialist

Dedicated IT Support Specialist with over 5 years of experience providing remote and on-site technical assistance. Skilled in troubleshooting hardware, software, and network issues, and delivering efficient solutions under pressure. Proficient in Windows systems, remote desktop tools, and ticketing platforms. Committed to ensuring seamless IT operations and exceptional end-user support, with flexibility for night shift and remote work.

Contact

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Address

Numancia, Aklan, Philippines 5604

Education

January 2020

Bachelor of Science in Information Technology

University of San Agustin, Iloilo City

2012 - 2016

High School Diploma

Santo Niño Seminary, Numancia, Aklan

Expertise

- System troubleshooting and problem resolution
- Computer hardware diagnostics, repair, and refurbishment
- Mobile device repair (LCD, battery, and component replacement)
- Network cabling, installation, and basic configuration
- Peripheral maintenance (printers, scanners, keyboards, mice)
- Operating system and software installation & configuration
- Technical documentation and reporting
- Customer service and technical support
- Time management and task prioritization
- Strong attention to detail; effective under pressure
- Proficient in Microsoft Office (Word, Excel, PowerPoint)

Experience

January 2019 – Current

Freelancer, Kalibo Town, Province of Aklan, Philippines (Remote)

Computer Repair Technician

- Disassembled computers to perform diagnostics and check for repair needs
- Researched and identified problems with computers and advised staff and clients on plans of action
- Refurbished used computers and technological equipment
- Maintained and repaired peripheral equipment such as printers and external storage devices, recommending upgrades and replacements

January 2019 – Current

Freelancer, Kalibo Town, Province of Aklan, Philippines (Remote)

Phone Repair Technician

- Read and interpreted blueprints and schematics to ensure equipment placement and installation
- Coordinated installation for new users and relocation of existing users
- Planned network layouts and installed structured cabling through buildings, walls, attics, and crawl spaces
- Installed, maintained, and troubleshot wiring, cabling, and networking hardware on customer premises
- Performed mobile device diagnostics and repairs, including LCD screen replacement, battery replacement, and other internal cellphone component repairs
- Researched and recommended network and data communication hardware and software
- Installed wiring, cabling, and networking hardware on customer premises

January 2019 – Current

Freelancer, Kalibo Town, Province of Aklan, Philippines (Remote)

Graphic Designer

- Developed creative design for print materials, brochures, banners, and signs
- Created digital images for use in digital and traditional printing methods
- Met with customers to present mockups and collect information for adjustments
- Completed final touches for projects such as image sizes and font selection

October 2023 – December 2025

Department of Public Works and Highways, Kalibo, Aklan

Laboratory Technician (Job Order)

- Collected, validated, and organized project data for infrastructure inventory and reporting purposes.
- Performed technical support tasks related to infrastructure development and project monitoring.
- Maintained accurate documentation, records, and laboratory results in compliance with standards and procedures.
- Conducted testing and quality control using approved laboratory procedures and instrumentation.
- Documented all tests performed, ensuring traceability, accuracy, and completeness of records.
- Assisted in maintaining organized data repositories to support audits, reporting, and operational needs.

- Data analysis, reporting, and presentation creation
- Canva and Adobe Photoshop design skills
- Audio-visual and digital media editing
- Basic front-end and back-end development knowledge
- Project coordination and collaborative teamwork

Personal Information

Height: 5’7”
Date of Birth: July 17, 1997
Gender: Male
Nationality: Filipino
Marital Status: Married
Religion: Roman Catholic

Language

English
Tagalog
Hiligaynon

January 2021 – June 2023

University of San Agustin – CISS, Iloilo City

IT Technical Assistant

- Provided frontline technical support for faculty, staff, and students during campus operations and events.
- Troubleshot hardware, software, and basic network issues across labs and offices.
- Maintained computer systems and network connectivity to ensure stable daily operations.
- Responded to user-reported issues, documented actions, and escalated complex problems as needed.
- Maintained accurate records of technical issues and resolutions for reporting.
- Delivered clear, customer-focused support to ensure user satisfaction.
- Reported recurring issues to IT management to improve service quality.
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August 2019 – October 2019

AG Web Services, Uaro, Iloilo

IT Intern

- Assisted in website maintenance and basic web development tasks
- Supported team in graphic and digital design efforts

July 2019 – August 2019

University of San Agustin, Campus Ministry, Iloilo City

IT Intern

- Supported IT systems and handled multimedia setup for events
- Assisted with document digitization and basic design work

Hobbies & Interests

Airsoft

- Strategic team-based games such as airsoft, developing teamwork, leadership, and problem-solving skills.