

**Jimwell T. Cabais**

Block-K-Lot 3 Baron St. Empress 1 Subdivision Marikina Heights,  
Marikina City  
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**OBJECTIVE:**

I want to obtain a responsible and challenging position with a progressive company where my talent and ability will have valuable application and utilization of my opportunity for advancement of the firm.

**EDUCATION:****(Year Covered)**

2019 - 2023

**STI College Marikina**

Bachelor of Science in Information Technology

Awards: Best Research and Best in Implementation in STI College Marikina Fair (2023)

2017 - 2019

**STI College Marikina**

Senior High School Diploma

Awards: With Honors

2013 - 2017

**MSH Sisters Academy**

Junior High School Diploma

2007 - 2013

**SSS Village Elementary School**

Elementary School Diploma

**WORK EXPERIENCE:****IT Helpdesk Assistant**

Company:

**XentroMall by XRC Mall Developer, Inc.**

Year:

October 2, 2023 - July 31, 2024

- Provided technical support to end-users.
- Monitoring Ticketing System, GLPI & Lark.
- Creating documentation for expected IT problems.
- Already been upgrading the system units, in each department of the XentroMall by XRC Mall Developer, Inc. (Head Office).
- Maintaining CCTV cameras, Internet, Telephones, Printers, and System units.
- Conducted re-inventory of all the System units, Laptops, Telephones, Printers, and CCTV cameras.

## **SKILLS:**

### Hard Skills:

- Troubleshooting (Advanced)
- IT Diagnostic (Experienced)
- Data Analysis

### Industry Knowledge:

- Technical Support
- Software Installation
- IT Service Management
- IT Technical Documentation Writer

### Software/IDE:

- GLPI
- Lark
- Eclipse
- Visual Studio/Visual Studio Code

### Soft Skills:

- Communication
- Decision making
- Multi-tasking
- Observation

## **EXTRA-CURRICULAR ACTIVITIES:**

2024	<b>Personal Development Seminar (XentroMall by XRC Mall, Developer Inc.)</b>
2022 - 2023	<b>HUAWEI HCIA-Cloud Service V2.2</b>
2020 - 2021	<b>HUAWEI COMPUTER CLOUD SERVICES</b>
2020	<b>Catalyst: Creation, Chaos, and Rebirth Seminar</b>

## **REFERENCES:**

**Mr. Dave Lord M.  
Rubaya**

**IT Head Program**  
STI College Marikina, Marikina City  
#8842-3307

**Mr. Christian D. Reyes**

**HR Training Officer**  
XentroMall by XRC Mall, Developer Inc., Marikina City  
(+63) 917 1404 046