

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 company advancement.

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:

ICT 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
- IT Diagnostic
- IT Data Analysis

Industry Knowledge:

- IT Helpdesk/Technical Support
- Software Installation
- IT Helpdesk/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 Developer, Inc.)	Personal Development Seminar (XentroMall by XRC Mall
2022 - 2023 by Fit Academy)	SAP Business One - SAP ADVANCE (Implementation & Support
2022 - 2023	HUAWEI HCIA-Cloud Service V2.2
2020 - 2021	HUAWEI Computer Cloud Services

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