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## JOHN MICHAEL CESAR G. MINIAO

### OBJECTIVE

A dependable and responsible individual searching for a job in a company that would enhance my knowledge, talents, and skills through intensive trainings. To be able to acquire firsthand experience from professionals of different fields for further self enhancement appraisal.

### WORK EXPERIENCE

#### **Internship**

Think Tank Enterprise (January 2019 – March 2019)

#### **Responsibility:**

Be a flexible Web Developer

Writing well designed, testable, efficient code by using software development practices

Gather and refine specifications and requirements based on technical needs

Cooperate with web designers to match visual design intent

As well as the troubleshooting and the maintenance of various desktops/laptops

#### **Current**

Tata Consultancy Services (June 2019 – Present)

#### **Position: IT – Service Desk**

We serve as the first point of contact for clients seeking technical assistance over the phone or chat and determines the best solution to troubleshoot the issue based on the details provided, we also walk them through on how they can reset their passwords on their own and especially passing on any feedback or commendations by the clients to the appropriate internal team.

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## EDUCATIONAL BACKGROUND

### TERTIARY:

Bachelor of Science in Information Technology  
STI College – Global City  
2015 – 2019

## RESEARCH EXPERIENCE

### POS with Kitchen Queueing for Calle Gourmet Café and Restaurant

This study was conducted at the faculty of ICT at STI Global, I was the lead programmer in our research. The system was built using the .NET (C#) and MSSQL for our database and we also had the LAN based connections to integrate with our own database since we are using 3 monitors (One for the POS, order queues for the kitchen and lastly for the customers). The LAN will be the medium of communication from the database to the system itself.

**Built using .NET (C#) & MSSQL**

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## TECHNICAL SKILLS

- **Troubleshooting**
  - **Computer Hardware/Software troubleshooting and maintenance with the help of Active Directory**
  - **Ability to diagnose and resolve advance technical issues**
  - **Raising a ticket with unresolved issues to the next level of support**
- **Application Programming**
  - Languages**  
Knowledgeable in: Visual Basic, Visual Studio,  
Android Studio and NetBeans IDE
  - Software**  
Database: MSSQL, MySQL  
Platforms: Microsoft Windows 7, 8 and 10
- Web Programming and Designing**
  - Editors**  
Knowledgeable in: Sublime Text 3, Notepad ++, VS Code, Visual Studio (Asp.Net)
  - Back-End**  
Database: MongoDB, Postman, XAMPP  
**Frameworks:** Node.js, Express.js, Angular

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ACTIVITIES &  
SEMINARS  
ATTENDED

**Enigma++ Computer Engineering Symposium**  
**STI GLOBAL CITY (October 24, 2018 – October 30, 2018)**

- Ethical Hacking
- Motivational Talk

**Special program for employment of Students (SPES)**

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PERSONAL  
INFORMATION

**Date of Birth:** November 5, 1998  
**Place of Birth:** Ospital ng Makati (Malugay St.)  
**Religion:** Roman Catholic  
**Civil Status:** Single

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REFERENCES

**Available Upon Request**