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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

Troubleshoot/repair and 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.

### EDUCATIONAL BACKGROUND

#### **TERTIARY:**

Bachelor of Science in Information Technology

STI College – Global City

2015 – 2019

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(2012), MySQL(CLI)  
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 (for Request), XAMPP  
**Frameworks:** Node.js, Express.js, Angular

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)**

PERSONAL  
INFORMATION

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

REFERENCES

**Available Upon Request**