Carlos Miguel V. Bautista

Baguio City, Philippines, 2600
+639603096523 - CarlosBautista050401@gmail.com

Professional Summary

    Customer-focused IT professional with 2+ years of experience providing first-level technical support, account setup, troubleshooting, and documentation in fast-paced environments. Strong background in Microsoft systems, email support, onboarding/offboarding assistance, and cross-team collaboration. Known for clear communication, attention to detail, and reliable issue resolution.

Core Skills

- Level 1-3 IT & Application Support
- Email & Ticket-Based Issue Handling
- Windows OS & Basic System Troubleshooting
- Account Access Support & Password Resets
- Outlook & Email Configuration Support
- Application Installation & Updates
- Documentation & Issue Tracking
- Cross-Team Technical Coordination

Work Experience

Application Developer | Texas Instruments Inc. – Baguio City – Aug 2023 – Jun 2025

- Delivered first-level technical and application support to internal users across multiple departments, resolving issues via email and internal ticketing systems.
- Diagnosed and resolved common Windows OS, application, browser, connectivity, and peripheral issues to minimize user downtime.
- Assisted with user onboarding and offboarding by supporting account access, email setup, Outlook configuration, and password resets.
- Installed, updated, and maintained software applications based on business and project requirements.
- Used remote support tools to troubleshoot user-reported issues efficiently and provide step-by-step guidance.
- Documented incidents, resolutions, and recurring issues clearly to support knowledge sharing and service improvement.
- Collaborated with IT, engineering, and operations teams to escalate and resolve complex technical issues appropriately.

Video Editor | Growgami Inc. - October 2025 - November 2025

- Create content for Crypto advertisements.
- Participate in team huddles to create better content with the team.
- Collaborate with different departments for content evaluation.

Education

May 2023   **Bachelor of Science in Computer Science**
Saint Louis University - Baguio City, Benguet, Philippines
- Dean's List (2019–2023)
- Research published in *Journal of Global Business*
- Student organization leadership (Representative, P.R.O., Sports Head), handling scheduling, communication, and event documentation

Additional Information

- Typing Speed: 93 WPM
- English: Fluent (written & spoken)
- Remote-ready: 100 Mbps internet + UPS backup + modern laptop

Certifications
- Trend Micro Cybersecurity Systems (2019)
- Internship Certificate – Texas Instruments Inc.