

Roy Velasco

135 Isabella Street
Toronto Ontario M4Y 1P4

Cell: (647) 894 8426

Email: royvelasco0804@gmail.com

PERSONAL PROFILE

Highly seasoned and reliable Computer Technician with a strong technical background and excellent client service record. Adept at explaining complex technical concepts and processes to clients and non-technical staff in a clear and understandable manner. Able to multitask effectively and bring several simultaneous installation and repair projects to completion with full accuracy and efficiency.

SUMMARY OF QUALIFICATIONS

- Extensive computer installation and maintenance experience
- Strong familiarity with workstation setup and computer hardware and software applications
- Excellent proficiency in software packages of major clients
- Exceptional skills in installing and maintaining hardware and network cables.
- Strong troubleshooting and analytical abilities

EDUCATION

Computer Repair and Maintenance

Centennial College, Toronto, Ontario, Canada.

September 2022 – Present

This program was conducted using small class sizes and emphasized applied knowledge with a combination of lectures followed by computer software labs. Through teamwork, projects, and hands-on exercises I have acquired effective working skills in this course.

Relevant Courses Completed:

- Computer Repair ICT Shop
- Troubleshooting Computers
- Disassembly/reassembly Laptops, Desktop and Macbook

Bachelor of Science in Information Technology

Central Philippines State University,
Kabankalan City, Negros Occidental, Philippines

March 2012 – April 2016

I am enjoying learning at CPSU, the experience is quite nice. The instructors and staff members are professional, and they are with you all the steps of your journey.

Relevant Courses Completed:

- Disassembly/reassembly Laptops and Desktop
- Network Cabling
- Troubleshooting Hardware of Computers

Roy Velasco
Crew Member / Baker

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WORK HISTORY

Negros Women for Tomorrow Foundation Inc. (Philippines)
Bacolod City, Negros Occidental
Office Staff

Feb 2016 – August 2022

On this Journey it helps me develop and enhance my skills on Computer Repair. Helps me to understand how to do proper troubleshooting like(Conquer and Devide)

Key Achievements:

- Helping to fix computers, printers and other computer related tools that we use in the office

TECHNICAL SKILLS SUMMARY

Hardware

- Disassembly/reassembly computer, Motherboard components, power supplies and connectors, memory cards, peripherals including multimedia device, printers and modem.

Operating System

- Windows 7, Windows 10, Windows XP

Software

- Microsoft Office, HTML, PHP, Visual Basic, SQL Server Management Studio, Photoshop, Sketchup etc.

WORK HISTORY

Tim Hortons
Toronto Canada
Baker/ Team member

October 2022 - Present

On this Journey it helps me develop and enhance my Costumers service skills and communication skills.

Key Achievements:

Communicating with customers and resolving disputes when needed and Provide new baked goods and pastries

