

# SEAN MICHAEL O. MANAOG

## IT FRESH GRADUATE

167 General Evangelista St. Bagong Barrio, Caloocan city

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## PROFESSIONAL SUMMARY

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Experienced Technical Support Staff with a proven track record in troubleshooting hardware and software issues, performing system upgrades, and providing network support. Adept at delivering efficient technical solutions, improving system performance, and ensuring user satisfaction.

## WORK EXPERIENCE

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### OJT – TECHNICAL SUPPORT STAFF

Zenshin System Corporation, Quezon city

January 2025 – May 2025

- Assisted in the installation, configuration, and upgrading of computer systems to improve performance.
- Documented technical processes, troubleshooting steps, and resolutions for future reference.
- Resolved hardware and software issues for multiple devices, reducing downtime and ensuring smooth daily operations.
- Re-imaged and configured Windows workstations to restore optimal performance and maintain standardized setups.

## EDUCATION

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### Bachelor of Science in Information Technology

Global Reciprocal Colleges, Caloocan city

Graduated: July 24 2025

## SKILLS

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- Communication Skills – Able to explain technical issues clearly to both technical and non-technical users.
- Problem-Solving Skills – Strong ability to diagnose and resolve IT issues efficiently.
- Microsoft Office – Proficient in Word, PowerPoint, and Excel for documentation, reports, and presentations.
- Graphic Design – Knowledgeable in creating visual materials using design tools for presentations, reports, and promotional content.

## CERTIFICATIONS

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- On The Job Training Certification – Zenshin System Corporation
- Fundamental of Statistics with Microsoft Excel - Data Analytics Philippines
- Deploy java applications in jboss EAP – Koenig Solution
- HTML ESSENTIAL – Cisco Networking Academy

## CHARACTER REFERENCES

Rodrigo de Guzman

MCL Wellness and Development Officer The Table Group, Inc.

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