

WILSON DC. CHIQUITO

End User Computing Technician | IT Support | Microsoft 365 & AD Administration

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PROFESSIONAL SUMMARY

IT support specialist with strong experience in end-user computing, Microsoft 365 administration, Active Directory, hardware repair, and troubleshooting. Provides calm, efficient service under pressure and handles technical issues with a customer-first approach. Experienced working in fast-paced environments and comfortable supporting diverse teams.

TECHNICAL SKILLS

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|---------------------------|---------------------------|---------------|
| • Hardware Diagnosis | • Active Directory | • HTML/CSS/JS |
| • Remote Support Tools | • Ticketing Systems | • VB .Net |
| • Cybersecurity Basics | • Microsoft 365 Admin | • C++ |
| • Network Troubleshooting | • Windows & Linux Support | • Python |
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WORK EXPERIENCE

End User Computing Technician — Solaire Resort & Casino (2023–Present)

- Troubleshoot desktops, laptops, and mobile devices.
- Manage Microsoft 365 accounts, onboarding, and configurations.
- Handle AD tasks: password resets, permissions, security groups.
- Support device setups, installations, and escalated issues.

Web Design / Networking Trainee — Bulacan State Agricultural University (2022)

- Assisted with website creation, design, and basic networking tasks.

Programmer / Researcher — Bulacan State Agricultural University (2021–2022)

- Developed and tested components of an academic e-commerce project.

Freelance Computer Technician — San Ildefonso National High School (2018–2020)

- Repaired hardware, maintained school computer systems, and supported IT needs.
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CERTIFICATIONS

- Linux System Administration (2024)
 - Fortinet NSE 3 (2023)
 - Fortinet Cybersecurity Fundamentals (2023)
 - Cisco Networking Basics (2023)
 - Introduction to Cybersecurity (2023)
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EDUCATION

Bachelor of Science in Information Technology — Bulacan State Agricultural University (2018–2022)