

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

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

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.

CERTIFICATIONS

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

EDUCATION

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