NECOH SHEM I. DELA CRUZ

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OBJECTIVE

To secure a position with a well-established organization with a stable environment that will lead to a lasting professional relationship. This position will enable me to utilize my skills and knowledge efficiently for organizational growth. My tenacity, dedication, necessity to succeed, work ethic, and ability to work well with people will give me the ability to excel.

EDUCATION

Bachelor of Science in Information Technology   June 2014 - March 2019
Garcia College of Technology

EXPERIENCE

Cable Technician/ IT   Jan 2020 - Apr 2023
Kalibo Cable Television Inc.
Kalibo, Aklan

- Installed, repaired, and maintained fiber optic (FOC) and copper cable networks to ensure stable connectivity.
- Performed cable pulling, new cable laying, relocation, and restoration of affected lines during road and infrastructure projects.
- Conducted corrective and preventive maintenance for network cable systems and telecom equipment.
- Located and repaired underground cable faults, ensuring fast service recovery and minimal downtime.
- Executed fiber optic splicing and termination with high accuracy and zero error.
- Operated specialized tools such as OTDR, fusion splicer, boom trucks, aerial lifts, and OSP power tools.
- Assisted network engineers in network isolation, troubleshooting, and restoration procedures.
- Supported IT operations by configuring IP addresses, Static IP settings, DHCP servers, and OLT systems.
- Monitored network performance including noise signals, traffic flow, and connectivity issues.
- Provided technical support for hardware and peripherals such as PCs, printers, scanners, and routers.
- Maintained strong safety compliance while working in outdoor environments and various weather conditions.

Collection Specialist   June 2023-January 2024

McGrath & Arthur Philippines Ortigas, Pasig City

- Calling and reminding due payments to the clients.
- Monitor the firm's accounts receivable and identify overdue accounts.
- Taking notes important responses from clients.
- Negotiating or encouraging clients to pay on time.
- Maintain records of contacts and attempted contacts with delinquent accounts customers as well as records of any payments collected from the customer.
- Resolve customer issues and complaints concerning billing.
- Submit regular reports on the status of unpaid accounts and any repayment progress.

Corporate Sales Staff   Present 2024 - 2026

Rustan Commercial Corporation

Ayala Avenue, Makati City

- Collect return products from corporate clients.
- Deliver purchased items to corporate accounts.
- Find and contact clients to ask about their overdue payments
- Prepare monthly report on return, collection of products and payments to Corporate Sales Manager.

SKILLS

Technical Skills

- Network cable installation (Ethernet / LAN)
- Cable termination (RJ45)
- Basic network troubleshooting
- Modem, router, and switch setup
- Hardware installation & replacement
- Basic PC and laptop repair
- Software installation & OS setup (Windows)
- Printer and peripheral setup

IT & Support Skills

- Basic networking concepts (IP, LAN, WAN)
- Troubleshooting internet connectivity issues
- Helpdesk / user technical support
- Diagnosing hardware & software problems

Soft Skills

- Problem-solving
- Attention to detail
- Time management
- Customer service & communication
- Ability to follow technical diagrams
- Willingness to learn
- Logical thinking
- Problem-solving mindset
- Ability to follow documentation
- Team collaboration (basic)

Frontend Development

- HTML5 (semantic structure)
- CSS3 (Flexbox, Grid, responsive design)
- JavaScript (DOM manipulation, events)
- Basic animations & transitions
- Mobile-first responsive design

Tools Workflow & Language

- Git & GitHub (basic version control)
- VS Code
- Browser Dev Tools
- HTML
- CSS
- JAVASCRIPT
- REACT(Learning)
- FIGMA

PROJECTS

Personal Portfolio
Link: https://snecks12.github.io/NecohShemsPortfolio/
Source Code: https://github.com/Snecks12/Necoh-s-Portfolio.git
Tools & Language: HTML, CSS, JAVASCRIPT, GIT, GITHUB

Simple To-do-list
Link: https://snecks12.github.io/To-do-list/
Source Code: https://github.com/Snecks12/To-do-list
Tools & Language: HTML, CSS, JAVASCRIPT, GIT, GITHUB

Task Manager
Link: https://snecks12.github.io/taskmanager/
Source Code: https://github.com/Snecks12/taskmanager.git
Tools & Language: HTML, CSS, JAVASCRIPT, GIT, GITHUB

REFERENCE

- **MR. EDWARD BRIONES**
  Assistant Operations Manager
  Kalibo Cable Television Incorporation(Main, Office)
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- **MR. MHAR ILIJAY**
  Head/Officer-in-Charge (Ibajay, Branch)
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- **JOHN ELSWORTH ZABAY**
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