JOHN CARLO S. REGALA

Technical Support Analyst

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PROFILE

A dedicated and detail-oriented Information Technology student with hands-on experience in troubleshooting hardware and software issues. Skilled in diagnosing and resolving technical problems, providing clear and effective user support, and maintaining system functionality. Familiar with operating systems, basic networking concepts, and common productivity tools such as MS Office. Adept at using ticketing systems and documenting solutions for recurring issues. Possesses a foundational understanding of programming languages like Java, C++, HTML, and JavaScript, which enhances analytical thinking in resolving technical issues. Experienced in using Canva and video editing tools for internal documentation and user guides. Eager to contribute to a collaborative support team and committed to continuously improving technical knowledge to provide efficient and reliable support solutions.

SKILLS

- Programming: Java, C++, HTML, CSS, JavaScript, PHP
- Text Editing: MS Office, Canva
- Video Editing: Wondershare Filmora, Shotcut
- Basic troubleshooting
- Problem-solving
- Fast Learner
- Teamwork and cooperation
- Leadership

EDUCATION

Bachelor of Science in Information Technology
St. Vincent de Ferrer College of Camarin, Inc.
Area D, SVFC Compound, San Vicente Ferrer St, Brgy 178 Camarin, Caloocan, 1400 Metro Manila
2021 – 2025

EXPERIENCE

Library Assistant (OJT during Senior High School)
- Attendance tracker for teachers
- Book sorting by categories for library
- Listing book borrowers and returners

September 2019 – November 2019

Administrative Support Intern (OJT during College)
- Updated ID logbook and digital spreadsheets to track ID processing and pickup status
- Handled front desk responsibilities by assisting students & parents with ID issuance, enrollment form concerns and general inquiries.
- Answered technical questions and provided basic IT support to teachers and staffs, including troubleshooting issues with cpu, monitors and printers.

January 2025 – April 2025

WEBINARS

BRINGING IT ALL TOGETHER: How to Integrate Findings and Compelling Conclusion in Chapters 4 and 5 of IT Capstone Project -April 3, 2023

Disruptive Technologies: Emerging Trends and Opportunities for future Technopreneurs -March 14, 2023

I hereby certify that all the information is true and correct to the best of my knowledge and belief.

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Applicant's Signature