



# VICTOR P. ORBON II

## BACHELOR OF SCIENCE IN COMPUTER ENGINEERING

Block 2 Lot 8 Hyacinth St. SGHV  
Putatan, Muntinlupa City

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### PROFILE SUMMARY

Compassionate and professional person who seeks a position to which I can contribute my skills and abilities. Always challenge myself by taking opportunities that I know will help my life or career grow. I am eager to learn, hard-working, and a positive person, and I always bring my best to everything I do.

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#### COMPETENCIES

- Software diagnosis
- Chat and Email Support
- Ticket Support system management
- Application Support.

#### TECHNICAL SKILL

- Microsoft Office 365
- Service Desk Plus MSP
- Troubleshooting of computer hardware and software and other peripherals.

#### BASIC KNOWLEDGE

- Routing and Switching
- Networks Protocols (OSI, TCIP/IP)
- Protocols (OSPF, RIP, EIGRP, BGP)
- Network Security

#### PROFESSIONAL SKILL

- Interpersonal Skills
  - Active Listening
  - Multitasking Skills
  - Equipment Knowledge
  - Compassionate
  - Willingness to learn
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### EDUCATION

AMA BINAN COLLEGE

(Bachelor of Science in Computer Engineering)

2016 – 2022

HEAVENS DOOR CHRISTIAN ACADEMY

(Secondary)

2010 – 2014

TENEMENT ELEMENTARY SCHOOL

(Primary)

2006 – 2010

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### WORK EXPERIENCE

IT Service Desk Analyst

May 2022 – 2024

Gamma Interactive INC – Makati City

- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
  - Translated complex issues into digestible language for non-technical users.
  - Documented support interactions for future reference.
  - Assisted customers in identifying issues and explained solutions to restore service and functionality.
  - Used ticketing systems to manage and process support actions and requests.
  - Collaborated with supervisors to escalate and address customer inquiries or technical issues.
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### SEMINARS & TRAININGS

- **ITIL4 FOUNDATION Training**

- Participated in a training program covering IT service management best practices. (October 2023)

- **Cisco Networking (CCNA) Training**

- Attended a comprehensive seminar on networking concepts, including routing, switching, and network security. (January 2025)

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### REFERENCE

- To be requested