

# MARK CEDRICK M. ALMUEDA

## TECHNICAL SUPPORT



### OBJECTIVE

Motivated technical support professional skilled in troubleshooting and resolving technical issues. Committed to leveraging my technical expertise and proactive approach to benefit your organization while pursuing growth and development in a dynamic support environment.

### CONTACT

- +6393-6593-4383
- cedrickalmueda082100@gmail.com
- Palatiw, Pasig City

### EDUCATION

#### PAMANTASAN NG LUNGSOD NG PASIG 2019-2023

Bachelor of Science in Information Technology

- Consistent President's/Dean's Lister

#### RIZAL HIGH SCHOOL

2013-2019

- Junior High School
- Senior High School

#### PALATIW ELEMENTARY SCHOOL

2007-2013

### SKILLS

#### Technical Expertise

- Computer troubleshooting
- Hardware Skills
- Software Proficiency
- Microsoft Office and Office 365
- Proficient in Word, Excel, PowerPoint.
- Proficient Office 365 ecosystem for productivity and collaboration.

#### Networking Fundamentals

- Knowledge of system administration and network configuration.

#### Soft Skills

- Time management
- Adaptability
- Learning agility for professional growth
- Strong Patience
- Active Listening
- Problem-solving abilities for user support

### WORK EXPERIENCE

#### ARDENT NETWORKS, INC.

AUGUST 2023 TO PRESENT

#### TECHNICAL SUPPORT

##### TECHNICAL SUPPORT/HELP DESK TASKS

- Provide technical assistance and immediate solution to the end-users' problems.
- Provide assistance concerning the use of computer hardware and software, including printing, installation, MS Office, and Operating System.
- Reformat of users' computers which include back-up files, installation of OS and Drivers and other software windows update.
- Provide orientation and assistance in using computers, printers, and IP Phones.
- Monitors and requests Office 365 license of all required employees.
- Back-up of server database if needed.
- Assisting in System Administration.

##### ASSET MANAGEMENT

- Responsible in the preparation and issuance of computer and peripherals to the employee.
- Monitor accountability of all employees' computer and other peripherals.
- Update Employees' accountability when swapping and separation occurs.
- Responsible in preparation of items to be pulled out for repair, junk, or safekeeping.

#### 168FORMULA CALL CENTER

MARCH 2023 - JUNE 2023

#### ON-THE-JOB TRAINEE

- Maintaining and checking technological equipment (e.g computer) or peripheral devices
- Formatting and Installing Operating System
- Troubleshooting
- Encoding

### REFERENCES

#### JOHN MOISES FIGUEROA

Ardent Networks Inc.

Programmer

Contact No. Available upon request

#### PAUL CUEVA

Versatech International

Senior IT Manager

Contact No. Available upon request