



ALEXANDER P. TONIO

INFORMATION TECHNOLOGY

Looking for a challenging position where I can learn new skills to expand my knowledge.
To become the best of my potential and contribute to your organization that practices integrity and honesty.
Workplace that welcomes ideas and offer growth opportunities and positive environment.

Contact

Phone

- +63 9064072090

Email

- tonioalex18@gmail.com

Address

- #22 Luna Street Poblacion,
Binmaley, Pangasinan.

Web Portfolio

- <https://alexandert19.github.io/alexandert19/>

Expertise

- Technical & Sales Support (Voice/ Non-Voice)
- Web Development.
- Canva & Adobe Photoshop Software
- WordPress & Shopify
- Hardware and software
- troubleshooting

Language

- English
- Filipino

Reference

Kai Sy

Team Leader

Phone: N/A

Email : Kai_Sy@trendmicro.com

Errol Dumalasa

Project Manager

Phone: N/A

Email : eustass23law@gmail.com

Experience

June 2022 - February 2023

Freelance| Working Remote

Support Technician Engineer

- Hardware and software troubleshooting.
- Customer Service
- Light photo and video editing
- Malware removal

March 2021 - May 2022

Cloud Security Engineer || Technical Support Engineer

Trend Micro | 7-10F Rockwell Business Center II, Ortigas Ave, Pasig, Philippines || Working Remote

- Provides technical and non-technical support to Trend Micro Home and Home Office users powered by Trend Micro Smart Protection Network cloud security infrastructure that stops threats in cyberspace or the "cloud" with their account management, product inquiries, and delivers the best solutions to product concerns.
- Talk clients through a series of actions and solutions, either via phone, email, remote or chat, until we solved the technical/non-technical concern or inquiry.
- Building a product simulator for references of new and tenured engineers.
- Support customers and coordinate with team remotely.

January 2020 - November 2020

Freelance | Working Remote

CMS & Web Developer

- Develop a website using Wordpress and Shopify. (Remote)

July 2019 - January 2020

RNR Digital Consultancy Philippines

Associate Software Engineer

- Coding software, coordinating with hardware engineers to ensure that different types of technology can run the software, and helping the QA team to test software before release.

Certificate & Seminars

- 2023 Vulnerability Management Detection and Response (VMDR) - Self Paced Training
- 2021 Fundamental of Malware Awareness 3.0 For Support 2021 Oath To Growth Talk
- 2021 Mastering React JS - codewithmosh
- 2020 Sunlife Training Course (Licensed Financial Advisor) 2019 Computer Systems Servicing NC II
- 2018 July Tech Series: CCTV Installation
- 2018 August Tech Series: Cyber Security
- 2018 August Tech Series: Dealing With API's For
- Mobile Development
- 2018 August Game Development Using Unity 3D 2018 Mobile Development
- 2018 Sept Cryptocurrency

Education

2015

High School Diploma

Binmaley Catholic School

2019

Bachelor of Science In Information Technology

PHINMA-University Of Pangasinan