ALVIN G. GEROLAO

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Objectives

To obtain a position as a programmer or technical support specialist where I can apply my problem-solving skills, technical knowledge and passion for technology to deliver effective solutions, support system reliability, and contribute to team success.

Skills

Laravel	Filament
JavaScript	Livewire
PHP	C#
HTML	MySQL
CSS	SQL
Bootstrap	Tailwind
Vue.js	Asp.net Core (MVC)
Software Installation	MS Office Proficiency
Technical Troubleshooting	Network Troubleshooting

Work History

Technical Support / Programmer | *Agilent Systems Corporation Feb 2025 – present*

- Completed 1 project, Attendance Monitoring System using Fingerprint Scanner.
- Responded to and resolved technical support tickets related to hardware, software, and network issues using ticketing system.
- Working well with colleagues and escalating issues to higher-level support when necessary.
- Ability to identify and resolve common hardware, software, and network issues.
- Crimping UTP Cable and Tracing Server Network.
- Installing Application and configure system unit.
- Provided support for printers, scanners, and other peripheral devices, including driver installation and network configuration.
- Maintained detailed documentation of all support activities, resolutions, and end-user communications within the ticketing system.
- Assisted in the setup and maintenance of user accounts, email configurations, and permissions in Active Directory or Microsoft 365.
- Diagnosed and resolved PC issues including slow performance, system crashes, driver conflicts, and peripheral malfunctions.

Freelancer Full Stack Developer | *June 2024 – Jan 2025*

- I have successfully completed four website capstone projects as a freelancer, demonstrating my ability to manage complex task and deliver high quality result on time.

- I specialize in using Laravel, Livewire, Filament and Tailwind to create dynamic, responsive web application, ensuring high performance and an intuitive user interface throughout the development process.

- Maintained excellent communication and transparency throughout the development process, resulting 100% client satisfaction ratings.

IT Support Intern | *Sangguniang Panlalawigan| Jan 2024 – April 2024*

- Provided technical support for hardware and software issues within the organization.

Education

Bachelor of Science: Information Technology

2020-2024   Veritas College of Irosin – Irosin, Province of Sorsogon, Philippines

Technical-Vocational-Livelihood(TVL): Computer System Servicing

2018-2020   Gabao National High School – Irosin, Province of Sorsogon, Philippines

- Outstanding performance in Work Immersion
- Outstanding performance in Research

Reference

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