

# Aivan Karlo Geronimo

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Experienced IT Support with hands-on experience delivering Tier 1 and Tier 2 technical support for enterprise users on the Philippines. Skilled in troubleshooting hardware, software, and basic network issues, reducing downtime by 25% and achieving 95% end-user satisfaction. Adept at IT asset management, employee off/onboarding, Microsoft 365 support, and Active Directory. Currently advancing expertise through the Google IT Support Professional Certificate and CCNA certification to strengthen network support capabilities.

## WORK & RELEVANT EXPERIENCE

### Concierge / Receptionist

**Khidmah – Sole Proprietorship L.L.C**

**Abu Dhabi, UAE**

*May 2025 – Present*

- Managed digital visitor management system for controlled access and documented system issues.
- Logged minor support requests and escalated building system malfunctions.
- Contributed to smooth operations by coordinating with different building teams to ensure high satisfactory rate of building residents.

### IT Technical Support

**Monheim Distributors, Inc.**

**Taytay, Philippines**

*Jan 2023 – Feb 2025*

- Provided Tier 1 and Tier 2 desktop support for 200+ employees, resolving 10–20 service tickets daily.
- Set up and replace faulty desktop hardware including SSDs, RAM, power supplies, hard drives, motherboards, monitors, mice, keyboards, printers and cables.
- Coordinated with vendors for upcoming projects system requirements and warranty claims.
- Delivered onboarding and IT orientation for 50+ new employees.
- Supported Software Development team by coding, using Laravel for framework, React & Vue for front-end, MySQL for database, and PHP for the back-end as tech stack.

### L1 Enterprise Support Engineer

**Converge ICT Solutions, Inc. – (Hybrid)**

**Pasig, Philippines**

*Oct 2021 – Jan 2023*

- Created and responded to 50–100 service requests daily for internet connectivity issues.

- Accurately logged incidents, attached photos of monitoring taken, and escalated to proper team via OTRS and Viber if customer issue persists.
- Communicated emergency outages full details to affected clients including actions taken by field engineers and estimated time of restoration.
- Collaborated with field engineers and NOC to restore services, reducing downtime by 25%.
- Assisting clients through the standard documented troubleshooting procedure, improving first-call resolution rates.

## EDUCATION

Bachelor of Science in Information Technology

Antipolo City, Philippines

Our Lady of Fatima University

Mar 2015 – Mar 2020

## CERTIFICATIONS

- Google IT Support – Course 3 of 6 – Google (Ongoing)
- CCNA 200-301 Network Fundamentals – Simplilearn (July 2025)
- Microsoft Excel (Microsoft 365) – LinkedIn (June 2025)
- IT Service Desk: Customer Service Fundamentals – LinkedIn (June 2025)
- Networking Basics & Network Troubleshooting – LinkedIn (June 2025)

## TECHNICAL & BUSINESS PROFICIENCIES

Technical: Windows 10/11, Active Directory, OTRS, SolarWinds, MRTG, Slack, AnyDesk, Backlog, Desktop/Printer, HTML, CSS, JavaScript, React, Vue, PHP, Laravel, MySQL, GitHub

Business: Helpdesk Support, Customer Support, SLA Compliance, End-user Training