

John Christopher Soledad

Tanza, Cavite 4108

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(+63) 945 483 3037

Work Experience

Helpdesk Technician

Isolvify Information Technology Consultancy - Las Piñas

January 2019 to Present

- Manage the help desk team
- Ensure customer service is timely and accurate on a daily basis
- Train and support help desk representatives and technicians
- Set specific customer service standards
- Contribute to improving customer support by actively responding to queries and handling complaints
- Establish best practices through the entire technical support process
- Follow up with customers to identify areas of improvement
- Provide customer feedback to the internal team

I.T Technician

Prudential Employment Agency, Inc. - Las Piñas

October 2017 to January 2019

- Maintain computers hardware and software updates
- Troubleshoot computer and network problem
- Assist users concern regarding their technical concerns
- Monitor company assets inventory
- Perform RnD for the company

I.T Officer

IGD and Associates - Manila

January 2015 to September 2017

- Manage all companies computer assets inventory
- Manage network configuration and security
- Maintain all laptops and desktops security and updates
- Liaise important documents for clients

Technical Support

Paragon World Link, BF Homes Parañaque City

2011 to 2013

- Supporting customers here and abroad thru phone calls
- Perform field assistance to customers
- Troubleshoot desktops
- Troubleshoots VOIP phones
- Configures IP Phones

Education

Bachelor of Science in Information Technology

Polytechnic University of the Philippines

2015 – Undergraduate (1st year)

Laspiñas National High School

2002-2006 - Graduate

Skills

- Good communication skills
- Sharp problem solving skills
- Ability to work within the team
- Creative thinking
- Ability to work under pressure
- Active listener

Additional Information

SKILLS

- Maintains all laboratory equipment, including scanners, printers, and over 60 computers
- Provide solutions in networking, maintenance, programming, and computer system sales and recruitment
- Provide premium customer service with a full range of technical troubleshooting services for their networks and workstations, as well as remote troubleshooting and assistance
- Assist common technical support duties include answering telephones, communicating with clients, diagnosing hardware and software malfunctions, troubleshooting problems, replacing hardware and installing new software on clients' machines.

John Christopher Soledad

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php 500 / day.

Helpdesk Technician

Information Technology Company - Las Pinas
January 2013 to Present

- Manage the help desk team
- Ensure customer service is timely and accurate on a daily basis
- Train and support help desk representatives and technicians
- Set specific customer service standards
- Contribute to improving customer support by actively responding to queries and handling complaints
- Establish best practices through the entire technical support process
- Follow up with customers to identify areas of improvement
- Provide customer feedback to the internal team

I.T. Technician

Information Technology Company, Inc. - Las Pinas
October 2012 to December 2012

- Maintain computer hardware and software updates
- Troubleshoot computer and network problems
- Assist users concerning their technical concerns
- Monitor company assets inventory
- Perform field for the company

I.T. Officer

IT and A - Manila
January 2012 to September 2012

- Manage all companies computer assets inventory
- Manage network configuration and security
- Maintain all laptops and desktops security and updates
- Liaise important documents for clients

Technical Support

IT and A - Manila
July 2011 to 2012

- Supporting customers here and abroad thru phone calls
- Perform field assistance to customers
- Troubleshoot desktops
- Troubleshoot VOIP phones
- Configure IP Phones