JOSUE AGUILOR GARCIA II

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Phase 10 Block 109 Lot 45 Deca Homes, Margot, Angeles Ctiy, Pampanga, Philippines 2009

Professional Experience

Stefanini Philippines- **Pasay City, Philippines**   Nov 2021 - Jul 2022
Information Technology Specialist

- Support Windows and MAC Desktop and Laptop Computers
- General access and connectivity issues
- Desktop Application issues
- Basic Administration of user's accounts and groups
- Take ownership of trouble tickets, working and tracking issues to resolution
- Record detailed information into Servicenow ticketing system
- Ensures Incidents and Service Requests are Properly escalated and assigned to appropriate support groups if necessary

Dnata Travel, Incorporation - **Clark Freeport Zone, Clarkfield, Pampanga**

- Ensures Incidents and Service Requests are Properly escalated and assigned to appropriate support groups if necessary

Clark Airport Support Services, Corp - **Clark Freeport Zone, Clarkfield, Pampanga**   May 2018 - Nov 2019
Information Technology Officer

- Support Windows and Laptop
- Hardware Maintenance such as Computer, Laptop, Network Devices, Server, CCTV, PABX and Printer
- Desktop Application Issues
- Basic Administration of user's Email using Gsuite

Servicio Filipino, Inc - **Dau, Mabalacat City, Pampanga, Philippines**   Feb 2018 - May 2018
Information Technology Staff
Servicio Filipino is an agency under Clark Airport Support Services Corp

- Support Windows and Laptop
- Hardware Maintenance such as Computer, Laptop, Network Devices, Server, CCTV, PABX and Printer
- Desktop Application Issues
- Basic Administration of user's Email using Gsuite

Education

Cagayan State University – Carig Campus - **Tuguegarao City, Cagayan, Philippines**   Jun 2012 - Dec 2017
Bachelor Degree in Major in Programming

Certificate, Training and Seminar

Deploying Web Profile for Professionals - Zuitt - Coding Bootcamp Philippines - **Clark Freeport Zone, Clarkfield, Pampanga, Philippines**   Mar 2021

LINUX ADMINISTRATION - Erovoutika - **Urdaneta St. Guadalupe Nuevo , Makati City, Philippines**   Apr 2021

Cyber Security Foundation - CertiProf - **Clark Freeport Zone, Clarkfield, Pampanga**   Apr 2021 - Apr 2023

Skills of Qualifications

- Hardware Troubleshooting, Software Troubleshooting,
- Active Directory, Office365 Admin, Gsuite Admin,
- RDP (Citrix and VMWare),
- VPN (Global Protect, Cisco Anyconnect and Meraki),
- Ticketing Tool (Cherwell and ServiceNow),
- Basic Web Development (HTML5, CSS3, Git, Python),
- Microsoft Office Application,
- Adobe Application (Photoshop, Premiere and Lightroom)
- HTML, CSS and JavaScript