



KRAYZEN BOB BOCOBOC

IT Support Technician
Web Developer/ Graphic Design

CONTACT

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ABOUT ME

Krayzen Bob T. Bocoboc is an IT Support Technician Solution Engineer with expertise in troubleshooting, network and hardware optimization, and NinjaOne implementation. Experienced in improving IT system performance, automating processes, and delivering efficient technology solutions that meet business needs.

TECHNICAL SKILLS

IT Support Technician / Solution Engineer

- NinjaOne Implementation & Support
- Remote Monitoring & Management
- Endpoint Management
- Patch Management
- IT Automation
- Technical Troubleshooting
- Directory & Identity Management

IT TECHNICIAN

- Troubleshooting & Diagnostics
- Software and Hardware Configuration
- System Maintenance & Optimization
- Basic Networking & User Support
- Hardware Installation & PC Builds
- Peripheral Integration
- Directory & Identity Management
- Basic CCTV Installation & Maintenance
- Operating Systems (Mac, Windows,Lnx)

WEB DEVELOPMENT

- HTML, CSS, JavaScript, Bootstrap
- Mobile-Optimized Websites
- Laravel Framework, PHP, MySQL
- Database Integration & Management
- Compatibility & Debugging

EDUCATION

- Bachelor of Science in Computer Science
Northwestern University

CERTIFICATES

- Google It Support Professional Certificate
Google
- Udemy Certificate (HTML 5 | CSS Course)
Udemy
- Udemy Certificate (PHP Advanced Course)
Udemy
- Level 1: NinjaOne Channel Partner Sales Associate
Certification Certification
NinjaOne
- Level 2: NinjaOne Channel Partner Sales Pro
Certification Certification
NinjaOne
- NinjaOne Channel Partner Certified Technician
NinjaOne

EXPERIENCE

IT Support Technician

Rasain Technology

Office 301 Sultan Business Centre, Oud Metha, Dubai, UAE

- Provided first-level technical support to both onsite and remote employees, ensuring fast resolution of hardware, software, and connectivity issues.
- Installed, configured, and maintained end-user devices including desktops, laptops, printers, scanners, and other peripherals.
- Performed data backup and migration tasks, particularly during system upgrades or hardware replacement.
- Assisted in network cabling installations and conducted troubleshooting to maintain optimal performance.
- Supported and managed Office 365 applications, including user account setup and license management.
- Maintained and supported basic network infrastructure such as routers, switches, and wireless access points.
- Monitored and documented IT assets, ensuring accurate inventory management and compliance.
- Provided end-user training and support on internal tools and systems to improve technology adoption.
- Worked with third-party vendors for equipment procurement and specialized technical support.
- Managed and administered Active Directory including user and group management, password resets, group policy updates, and access control.
- Configured and maintained Microsoft Intune for mobile device management (MDM), application deployment, and compliance policy enforcement.
- Assisted with Azure Active Directory tasks, such as user provisioning, role-based access control (RBAC), and hybrid identity configurations.

PERSONAL SKILLS

- Adobe Photoshop
- Adobe Illustrator
- Adobe Acrobat pro
- Oriented in all Microsoft Offices

Freelancing Graphic Design

- Designed branding materials including logos, brochures, social media graphics, and business cards for 20+ clients.
- Created compelling visual content for marketing campaigns, increasing engagement rates.
- Collaborated with clients and marketing teams to develop creative concepts that align with brand identity.
- Proficient in Adobe Creative Suite (Photoshop, Illustrator, InDesign) and Canva for high-quality design execution.
- Delivered projects on tight deadlines while maintaining creativity and quality standards.
- Maintained organized asset libraries and ensured consistency in brand visuals.

Projects And Responsibilities

- Led the implementation of NinjaOne RMM platform for remote monitoring, patch management, asset tracking, and scripting automation.
- Deployed and configured SentinelOne for endpoint protection and real-time threat detection across all user devices.
- Integrated company systems with Azure Intune for secure mobile device management (MDM) and endpoint compliance policies.
- Participated in cloud migration initiatives, assisting with Azure AD Join, conditional access policies, and device compliance configurations.

IT TECHNICIAN

Provincial Government of Ilocos Norte Philippines

- Provided L1 IT support by diagnosing and resolving basic hardware, software, and network issues, minimizing downtime for end users.
- Configured and maintained systems across Windows, Linux, and macOS.
- Installed and managed LAN/WAN networks, ensuring secure connectivity.
- Assisted users with software setup, updates, and basic IT training.
- Built and customized PCs to meet organizational needs.
- Installed and maintained basic CCTV systems for enhanced security.
- Provided hands-on training for staff on basic IT tasks, ensuring effective use of technology resources.
- Planned and executed cable management solutions for clean, efficient setups in office environments.

Web Developer

Provincial Government of Ilocos Norte Philippines

- Developed responsive, user-friendly web applications using HTML, CSS, JavaScript, and PHP.
- Built dynamic content with Laravel Framework, integrating Livewire for real-time interactions.
- Designed and maintained CRUD operations for efficient data management.
- Used Bootstrap for mobile-friendly layouts and seamless user experiences.
- Upgraded existing Laravel and Livewire systems, ensuring compatibility with the latest updates and enhancing functionality.
- Collaborated with cross-functional teams to gather requirements and ensure timely delivery of web projects.
- Enhanced security features, safeguarding sensitive data and improving overall platform reliability.

Document Controller (Remote)

Umbersoll Japan Co., Ltd.

- Worked remotely from the Philippines to manage and organize company documents, including PDFs, Excel sheets, and PowerPoints.
- Reviewed and verified technical drawings for accuracy and compliance, ensuring proper tagging and alignment with the table of contents.
- Uploaded approved documents to final reports, resolving tagging and formatting issues to maintain consistency.
- Optimized workflows and collaborated with the team to improve efficiency and accessibility.