# ABDULWAHID ABDUL

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## WORK EXPERIENCE

### IT STORE PERSONNEL
PC Express, San Juan City                                                      09/2025 – Present

- Provided sales support and product recommendations to customers, improving overall client satisfaction.
- Assembled, configured, and tested PCs and IT equipment, ensuring optimal performance before handover.
- Performed software installation, troubleshooting, and product demonstrations for customers.
- Maintained inventory management and documentation of IT products and stocks.
- Supported both technical and sales operations, bridging customer needs with technical expertise.

### IT DESKTOP SUPPORT ENGINEER INTERN
Tech Mahindra, Eastwood Q.C                                                    04/2025 – 06/2025

- Diagnosed and resolved hardware, software, and network issues, ensuring system reliability and performance.
- Assisted with system reimaging, configuration, and deployment, validating functionality post-installation.
- Managed user access and permissions in Active Directory, supporting secure environments.
- Documented technical issues, test results, and resolutions to support process improvements.

## EDUCATION

### Bestlink College of the Philippines                                        2021-2025
Bachelor of Science in Information Technology
Major in Information Management (IM)

### ABE International Business College                                         2019-2021
Information and Communications Technology

## PROJECTS

**BSIT- manufacturing management system: administrative with automated quality control and integrated communication tools (Web - Based)**                   2024-2025
Role: Front-End Developer / Group Lead Programmer
MERN STACK -TAILWIND - PuTTY - GITHUB - ANYDESK - MS OFFICE - AGILE - SCRUM

- Developed a web-based system to manage manufacturing operations, automate quality control, and improve internal communication among administrative staff.

**HR-2 Human Resources - advancing tourism contribution to poverty reduction and development (Web - Based)**                                              2023-2024
Role: Leader / Front-End Developer
HTML - CSS - JAVASCRIPT - GITHUB - MS OFFICE

- Created a web platform to manage human resources and monitor tourism initiatives for local development.

## SKILLS & EXPERTISE

- **Software Testing / QA (WEB) -** Postman, Jira, Bugzilla, TestRail, Browser DevTools, Playwright, Pytest
- **Technical Support -** Computer Troubleshooting (Hardware,Software,Basic Network) ,Remote Tools
- **Programming & Database -** Python, HTML, CSS, JavaScript, React.js, Tailwind CSS, MongoDB, SQL
- **Collaboration & Productivity -** Github, VS Code, Pycharm, Google Workspace, AnyDesk, MS Office (Excel, Word, PowerPoint)