CHRISTIAN DERRICK S. CRUZ

SOFTWARE DEVELOPER

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A person who is seeking to find the opportunity to work in a fun and challenging working environment where my capabilities may be utilized, developed, and enhanced and to be a part of the company's growth and success with the contribution of my knowledge and skills.

Skills

Computer hardware troubleshooting • Hardware and software Installation • Technical troubleshooting Network Troubleshooting • Network Configuration • Network Hardware Installation • Basic device Programming • Proficient in Microsoft Office • Software Debugging • Computer Maintenance • Inside Wiring Cable Management • Arduino Programming • Assembly Language • System Backup and Disaster Recovery •Ability to explain technical issues to technical and non-technical employees and customer

Training

Technical Support Representative

Shore360 Inc • Clark Freeport Zone, Central Luzon, Philippines
September 2019 – November 2019 • 3 Mos.

- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Provided support to non-technical internal users through desk side support services.
- Explained security measures in simple terminology to help users understand malware and phishing threats.
- Used ticketing systems to manage and process support actions and requests.
- Provided documentation on troubleshooting of technical processes to support desk staff.
- Configured hardware and granted system permissions to new employees.

Work History

Cargo Processor

Eagle Cement Corporation • Akle, San Ildefonso, Bulacan, Philippines
December 2020 – August 2022 • 1 year and 9 months.

- Completed paperwork, recognizing discrepancies and promptly addressing for resolution.
- Assisted in all components of the weigh scale system to ascertain all are in working order.
- Maintained a controlled environment to ensure proper operation of the computerized scale system.
- Recommended an enhancement to the existing internal controls, improvements, and development of systems
- Developed and implemented performance improvement strategies and plans to promote continuous improvement.

Education

2013 – 2020	**Bachelor of Science in Computer Engineering**
	Baliuag University • Baliuag, Bulacan

Achievement and Certifications

- **Computer Hardware Servicing NCII** • TESDA • Credential ID: 15030302007413
- **CCNA Routing and Switching: Introduction to Networks** • Baliuag University
- **TuklasIN: Startup Bootcamp** • Thesis 3rd Placer • DOST -BulSU BARAS TBI

- Introduction to Cloud: An Agile and Flexible Computing Service
- AWS: Intro to Cloud
- A Journey to becoming an AWS Certified Cloud Practitioner
- Introduction to Cloud: An overview to AWS Cloud Services
- Automating your AWS Infrastructure
- Getting started with Amazon DynamoDB