

Name:Chris Jhon Lopez

Internship Period: September 11, 2023 to November 30,2024

Company: Boundless|Rapidvisa

My name is Chris Jhon Lopez, a student of CITE. Currently taking up my diploma program as a Computer Engineering Technology. As I started my internship or OJT at Boundless|Rapidvisa, I had a wonderful experience. During my internship with Boundless|Rapidvisa, I had the opportunity to work in the Information Technology (IT) department. This experience has been invaluable in enhancing my technical skills, collaborating with professionals in the field, and contributing to various projects.

Key Responsibilities:

Technical Support and Troubleshooting:

- Provided technical support to end-users, addressing hardware and software issues promptly.
- Collaborated with the IT team to troubleshoot and resolve system malfunctions, ensuring minimal downtime for agents and users.

System Maintenance:

- Assisted in routine system maintenance tasks, including updates, patches, and backups.

Network Administration:

- Gained hands-on experience in network administration tasks, including configuring routers, switches, and ensuring network security protocols.
- Collaborated with senior network administrators to optimize network performance and troubleshoot connectivity issues.

Inventory Management:

- Inventory every new assets, creating assets tag and stickers with a QR code using snipe it.

Notable Achievements:

Implementation of Security Measures:

- Introduced enhanced security measures, including the implementation of multi-factor authentication for OKTA accounts.
- Implementing IT securities and Policies in the operation.
- Installing Network Cameras for the security purposes.

Streamlining Support Processes:

- Providing and assisting in preparing the assets for every request.

Mac Device Management:

- Successfully set up and configured Mac devices for new employees, ensuring a seamless onboarding process and reducing setup time.
- Developed a standardized process for installing and updating essential applications on Mac devices, streamlining the deployment and maintenance workflow.

Device Wiping and Data Security:

- Implemented a secure and efficient protocol for wiping out Mac devices, maintaining a strong focus on data security and privacy compliance.
- Conducted regular device audits, identifying and securely wiping retired devices to safeguard sensitive information and adhere to company policies.

Mac Device Management and Jamf Integration:

- Successfully enrolled Mac devices in Jamf Pro, streamlining the management of Apple devices across the organization.

Project Collaboration:

- Collaborated with John Lloyd Yagon with our first project the SNIPE IT Inventory, contributing to manageable IT assets and developing inventory management skills.

My internship at Boundless|Rapidvisa has been a rewarding experience, allowing me to apply classroom knowledge to real-world scenarios and develop practical skills in IT. I am grateful for the opportunities provided and look forward to utilizing the valuable experiences gained in my future endeavors.