Christian Jay Tepora
BS in Information Technology

christiantepora.github.io

👤 Personal Info

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Bacoor, Cavite

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⚙ Skills

Technical Skills
• Front-end web development (HTML,CSS)
• Familiar with:
  JavaScript
  Wordpress
  PHP and MySql
• Graphic Design
• Video Editing
• Hardware, Software and Network Troubleshooting

Soft Skills
High level of maturity and sense of responsibility

Ability to work independently or as a part of a team

Able to grasp new concepts quickly and efficiently

🖥 Software & Tools

Visual Studio Code

Windows and Ubuntu Operating System

Adobe Photoshop

Adobe Premirere Pro

GSuite

💼 Professional Experience

IT Service Desk Associate - Infra Departmert

MDS Call Solutions Inc. (June 2019- June 2021)

• Serves as first line technical support (via phone, email, or chat.).

• Provides software support for food delivery application among clients (McDonald's, Army Navy, Lido, Dunkin).

• Provides support and monitoring to McDonald's Hubs' for delivery software and network connectivity (400+ hubs).

• Provides hardware and software support to all computer desktops, laptops and computer peripheral devices across the company.

• Logs all service request and incidents in company's ticketing system.

• Monitoring of systems and network across the company.

• Participated in open source ticketing software implementation (OsTicket).

• Generates reports as regular tasks(Monthly, Weekly, Daily and upon request).

🎓 Education

Bachelor of Science in Information Technology (2014-2018)

University of Perpetual Help System Dalta – Las Piñas Campus

Alabang - Zapote Rd, Las Pinas, 1740 Metro Manila

🏆 Awards

Academic Proficiency Award
(S.Y. 2015-2016 and S.Y. 2016-2017)
University of Perpetual Help System Dalta

Champion (Graphic Design Competition: College level)
September 22, 2017
College of Computer Studies - University of Perpetual Help System Dalta