



# CHRISTIAN TEPORA

BS IN INFORMATION  
TECHNOLOGY

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📍 Pasay City

## ABOUT ME

Logical, solution-focused IT professional with 3+ years of experience in providing comprehensive technical support to clients and companies. With skills and experience in hardware, software and network troubleshooting.

## SKILLS

- Hardware, Software and Network Troubleshooting
- Desktop assembly. Laptop upgrade
- Graphic Design and Video Editing
- Front-end web development (HTML,CSS)
- Familiar with: JavaScript, Wordpress
- PHP and MySql
- Data Backup and recovery

## SOFTWARE & TOOLS

- Windows XP,7,8,10,11
- Ubuntu Linux
- Microsoft Office
- Adobe Photoshop
- Adobe Premiere Pro
- Visual Studio Code
- GSuite
- OSTicket

## EDUCATION

**University of Perpetual Help System  
Dalta - Las Piñas**  
*Bachelor of Science in  
Information Technology*  
**2014-2018**

## WORK EXPERIENCE

### IT Technician / Support

*JW Summit Group Inc.*

*March 14, 2022 to Feb 24, 2023*

- Responsible for ensuring quality of assembled desktops and upgraded laptops.
- Trains and monitor newly hired technician to follow standards set by the company.
- Provides technical support to employees and clients via clients via phone, chat, and in person.
- Diagnose, troubleshoot and resolve a range of software, hardware and connectivity issues.
- Assemble and install desktop hardware and software according to clients specifications.
- Set up workstations, install software, hardware, and network connectivity.
- Upgrade firmware, software and outdated computer hardware.
- Test, diagnose, troubleshoot wide array of IT products.
- Prepares technical reports

### IT Service Desk Associate

*MDS Call Solutions Inc.*

*June 27, 2019 to June 18, 2021*

- Provides technical support to employees and clients via phone, e-mail, and in person.
- Diagnose, troubleshoot and resolve a range of software, hardware and connectivity issues.
- Provides software support for food delivery application.
- Set up workstations, install software, hardware, and network connectivity.
- Monitors network and host connectivity using various monitoring systems including more than 400+ remote stations nationwide.
- Track and resolve request/trouble tickets.

### Freelance Video Editor/Graphic Designer

*June 2021 to Present*

- Edits promotional videos and advertisements for various clients.
- Creates visuals for social media marketing
- Edited and created videos for YouTube content