

Cresanto A. Tenio

IT Support Specialist

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RESUME OBJECTIVE

- 7+ years of experience in facilitating cutting-edge IT solutions with a wide range of IT applications and technology skills
- Extensive expertise IT manage services and development, as well as network administration and configuration.

SKILLS

ITIL

HTML5/CSS3

IT Security

Linux Operating System

JavaScript

Microsoft

Bash / Shell

Microsoft Windows Server

EXPERIENCES

IT Support Specialist

Atticus Advisory Solutions Inc / Ortigas Pasig/ January 2018- November 2020

- Manage and administer IT Services, network infrastructure, systems, and database services including LAN/WAN network.
- Manages the portfolio of all offered IT services and defines SLA targets in order to ensure that business needs are met within a tolerable time frame to minimize disruption in business processes.
- Examines internal IT services and performance in the context of overall market position, including reviewing and forecasting customer needs, and planning for potential business expansion.
- Regularly reviews IT policies and implementation guidelines (i.e., cybersecurity, responsible use of IT assets) in order to uphold business integrity.
- Manages the IT supply chain within the organization, including an evaluation of financial spending for IT resources to minimize costs while maximizing service value.
- Resolves and documents service requests and interruptions in operations due to incidents within SLA, and, if applicable, followed by investigation of the root cause to avoid similar events from recurring, ensuring business continuity.

IT Technician

One Commerce Int'l Corporation

Systems Integrator

GLOBE/SHELL RTI

My Sagittarius Place, Blk. 243 Lot 11 Calderon St., Brgy. Addition Hills

Mandaluyong City 1550

Tel#: 988-4000 / April 5, 2017-August 5, 2017

- Router configuration, WAN/LAN, VPN and GRE Tunneling.
- Documenting job orders, and service reports.
- Coordinating with all the clients for deployment and installations.
- Testing all the devices to acquire good signal reception.
- Implementing onsite safety protocols as required by CBRE safety workplace.

IT Support

Olive Tree Corporation / Pizza Hut and Dairy Queen

Kg. Sg. Tilong, Negara Brunei Darussalam

July 2015 to July 2016

- Administering the POS system.
- Responsible for stock master management and maintenance.
- Provide system training for the Front of the House and Back of the House staff.
- Provide technical support via remote and calls.
- Conduct regular inventory of all the IT equipment.
- Administering and installing business applications.
- Managing Active Directory user accounts and company files in Windows Server 2012.
- Create and configure email accounts for newly hired staff to their workstations.
- Conduct regular back up of company data.

IT Technical Support

Total Gamezone Xtreme Inc.

Digiwave Solutions Inc.

Sehwani Manpower Services Inc.

Online Casino/Pagcor

GF. SGC Building C. Raymundo Avenue, Maybunga, Pasig City/ May 2012 to January 2015

- Administering computer networks including LAN/WAN.
- Log and create tickets of all technical concerns, escalate and coordinate to the field support team for 2nd level escalation.
- Assisting and resolving technical concerns through phone and remote systems.
- Installation of the operating systems, computer hardware, and game software.
- Install and manage CCTV Cameras, Port Forwarding, and DATA backup.
- Coordinating with TELCO providers for technical concern and new installations.
- Conduct regular maintenance and inventory of all the IT equipment and tools.

EDUCATION

B.S. IT

Informatics Eastwood, Q.C /

Undergraduate / 2018

Computer Hardware Servicing NC2

MMDC-TESDA

July – January 2012

Computer Technician

Xavier Technical Training Center

January 2011-March 2011

TRAININGS

- **Call Center Training**
TESDA conducted by Informatics College Eastwood Campus
December 26, 2017-January 19, 2018
185 E Rodriguez Ave., Bagumbayan, Quezon City
- **Cisco Certified Network Associate Version 3 Accelerated**
Nexus Information Technology Training Center
16F AIC Burgundy Building Ortigas Pasig City
September 23-October 21, 2018
- **Network Security**
Fortinet NSE Institute - Online
NSE 1 Certified
NSE 2 - Ongoing
- **CompTIA IT Fundamentals +**
Global Knowledge Inc.
Certification Exam – To take
- **Web Developer Bootcamp**
WEB AND MOBILE PH
2019
Cyber Security and Ethical Hacking Awareness
2018
- **Full Stack Web Development**
KodeGo
977Ventures
Online Bootcamp 2021

CHARACTER REFERENCE

Available upon request.