

Jamie D. Bisnar

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OBJECTIVE

As a fresh IT graduate, I am seeking opportunities in the IT industry, focusing on roles related to Technical Support, Web Development, and Data Analysis, where I can apply my knowledge and grow professionally.

PERSONAL INFORMATION

Birthday: November 5, 2001

Religion: Roman Catholic

Age: 23 years old

Civil Status: Single

Birthplace: Pasay City

Citizenship: Filipino

SKILLS

Technical Skills

- **Programming Languages:** C, HTML, CSS, PHP (CodeIgniter), JavaScript
- **Database Management:** MySQL
- **Tools:** Git/Github, Figma, Visual Studio Code
- **Data Analytic Tools:** Tableau, Power BI, Excel (pivot tables, formulas, conditional formatting), Advanced SQL (joins, subqueries, stored procedures)
- **Hardware Troubleshooting:** Diagnosing and repairing hardware issues of computers.
- **Network Troubleshooting:** Resolving issues with Wi-Fi, Ethernet, routers, and switches.
- **Active Directory:** User account management, permissions, and group policies
- **Asset Inventory Management:** Using Snipe-IT for tracking and managing assets.
- **Firewall Configuration:** Setting up and configuring firewalls using pfSense.
- **Microsoft Office Suite:** Proficient in Excel, Word, PowerPoint, Outlook, and OneNote.
- **Ticketing Systems:** Experience with Zendesk and Znuzy.
- **Remote Support Tools:** Experience with TeamViewer and AnyDesk.

Soft Skills

- Communication

- Teamwork
- Problem-solving
- Time management
- Attention to Detail

WORK EXPERIENCE

Concentrix | August 1, 2023 - December 23, 2024

Customer Service Representative

Technical Support

PILLAR DIGITAL E-COMMERCE, INC. | March 1, 2024 - May 30, 2024

Intern - IT Specialist Assistant

FIS GLOBAL SOLUTIONS | August 6, 2021 - May 30, 2023

Customer Service Representative II

EDUCATIONAL BACKGROUND

TERTIARY

Technological University of the Philippines

BS in Information Technology (Graduated August 2024)

Cum Laude

SECONDARY

Pasay City West High School

Science, Technology, Engineering and Mathematics (2018-2020)

Consistent Honor Student

Pasay City East High School (March 2018)

PRIMARY

Timoteo Paez Elementary School Pasay, Philippines (March 2014)

I hereby certify that the above information is true and correct.


Jamie D. Bisnar

Applicant