

Contact

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Top Skills

Maintenance and Repair
Advertising
Technical Support

Ken Bryan Narvasa

SW Support Specialist I

Consolación, Central Visayas, Philippines

Summary

Innovative IT specialist with experience selecting and configuring various technical equipment. Clear communicator and collaborative team player with an eye for detail and skill in customer relations and to work in a challenging environment that provides ample opportunities for learning in the field of Hardware, Software & Networking.

Experience

NCR Voyix

Software Support Specialist I

April 2024 - Present (9 months)

Cebu, Central Visayas, Philippines

Diagnose and troubleshoot hardware and software issues related to POS systems.

Provide support for pinpad devices, including configuration, troubleshooting, and repair.

Develop and execute strategies for implementing connected payment solutions that enhance customer experience and operational efficiency.

Install, configure, and maintain POS terminals and card readers, software and peripherals.

Collaborate with internal teams and third-party vendors for device updates, replacements, and troubleshooting.

Native Camp

IT Support Specialist

July 2016 - November 2023 (7 years 5 months)

Philippines

Created help desk tickets, troubleshoot, and resolved desktop issues.

Provided Tier 1 IT support to non-technical internal users through desk-side support services. Updated software to safeguard against security flaws.

Monitored systems in operation and quickly troubleshooted errors. Determined hardware and network system issues using proactive troubleshooting techniques.

Fast Net Development Corporation
Technical Support Specialist
November 2015 - March 2016 (5 months)
Cebu, Central Visayas, Philippines

Install and maintain network hardware and software.

Evaluate and modify system's performance.

Install and support LANs, WANs, network segments, Internet connectivity.

Provide assistance to end user via remote desktop, related with desktop issues.

Consults with users to determine steps and procedures taken to identify and resolve the problem.

Applies knowledge of computer software, hardware, and procedures to solve problems.

Guides users through diagnostic and troubleshooting processes, which may include use of diagnostic tools and software and/or following verbal instructions.

Arranges service by software or hardware vendors to repair or replace defective products.

Maintains knowledge of technology innovations and trends.

Performs other related duties as assigned.

Education

ACLC College

Associate Degree in Computer Networking, Computer Systems Networking and Technology · (June 2014 - April 2016)