Edward Colon
IT Specialist

Objective
To secure a challenging position in a reputable organization to expand my learning, knowledge, and skills.

Technical Skills
Database Management: SQL Server 2012/2019 installation, backup/restore, and query-based troubleshooting.
Systems Installation: Server, POS, scanners, PDT devices, customer displays, and bank terminals setup and configuration.
Security & CCTV: Maglock installation; full CCTV deployment including cabling, mounting, system setup, and footage management.
Hardware & Software: Installation and troubleshooting of computers, servers, POS machines, printers/scanners, and mobile devices (iOS/Android); OS installation and image deployment.
Networking: CAT5 cabling, I/O port mounting, switch/port setup, cable tracing/testing, and cable labeling/organization.
Programming: Working knowledge of PHP, HTML, and JavaScript.
Productivity: Proficient in Microsoft Office and Outlook.
Additional: Video editing (filmora and Capcut); customer service experience, Password recovery and system troubleshooting using tools like Hiren's BootCD

Professional Experience
Merry heart Senior Care
IT Assistant – February 17, 2025 – Present
118 Main St, Succasunna, NJ 07876
- Installed and configured maglocks and CCTV systems, including cabling, mounting, setup, and footage management
- Maintained and troubleshooted computers, laptops, printers, scanners, call bells, Vision Link, Pendant, internet, and telecom equipment
- Provided prompt user support and ensured service desk tickets were resolved before SLA deadlines
- Installed and configured TV cable boxes and sound systems (amplifiers and speakers)
- Performed hardware repair and troubleshooting across devices
- Managed Maglock systems, including installation, maintenance, and quarterly password updates

IT Specialist Stores Support(28 Stores)
Robinsons Retail Holdings, Inc., Quezon City, Philippines
Home Based Robinson Supermarket Balagtas

January 2023 – July 18,2024

- Installed and configured servers and POS systems, including system images, scanners, PDT devices, customer displays, and bank terminals (System Storeline)
- Conducted incident analysis, isolation, reproduction, and root cause troubleshooting
- Created reports and documented findings from analysis and troubleshooting
- Monitored servers and POS machines for performance, sales system functionality, and resource usage
- Compiled monthly BIR sales reports from all stores
- Addressed store concerns via ticketing system and remote support
- Maintained functionality of printers, biometrics, weight scales, workstations, applications, and website portals
- Set up and replaced workstations, servers, and POS machines; traveled to other regions as needed
- Executed new store setups, system backups, and quality assurance monitoring
- Daily monitoring of ticketing system, pending sales, consolidation reports, and email communication
- Reported regular updates to Manager

IT Technical Coordinator
Zenshin Systems Corporation - Quezon City, Philippines
From August 24 2022 to January 11,2023

- Performed incident analysis, isolation, reproduction, and root-cause investigation
- Created incident reports and documented findings
- Delivered and prepared service units for defective computers and printers
- Ensured all support tickets were resolved within SLA
- Packaged service units and coordinated courier bookings
- Conducted monthly client meetings regarding workstations and printers
- Checked defective parts for warranty validation
- Monitored ticketing system and email communication daily

Education

       Immaculate Conception I-College of Arts and Technology, Santa Maria, Bulacan, Philippines.

Bachelor of Science in Information System
June 2015 – May 2019

Other Competencies

- Strong analytical, problem-solving, and troubleshooting skills
- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to work on multiple tasks with minimal supervision