

Alvin Bautista

To utilize my technical skills in Computer and Networking environment, offering more than 10 years of experience in PC building, help desk operations and maintenance, network design, maintenance and wireless network support. Applies technical expertise and diagnostic abilities toward solving problems and maintaining usability and performance.

Dededo, GU

-Email me on Indeed: <http://www.indeed.com/r/Alvin-Bautista/146523164a25e959>

Authorized to work in the US for any employer

Work Experience

IT Specialist

22nd Century Technologies - Los Angeles, CA

June 2020 to Present

- Answer request or inquiry for software and hardware

support throughout the Navy in the barge.

- Performed preventive maintenance on systems hardware and network equipment to prevent errors.
- Install and repair • network cabling.
- Train staff members to use approved software

programs and hardware such as network printers.

Mobile NOC Technician

DOCOMO Pacific - Tamuning, GU

January 2019 to June 2020

- Conduct routine and tier 2 network support

maintenance activities for all network nodes

- Monitors network alarms and performance using a variety of tools
- Answers inbound telephone calls from internal groups and performs the necessary support
- Planned and implemented upgrades to the system hardware and software.

Technical Support

DOCOMO Pacific - Tamuning, GU

August 2014 to January 2019

- Working with customers to identify Internet, cable, home phone, smartphone, email, computer, etc. problems and advising on the solution.
- Logging and keeping records of customer's queries.

- Analyze call logs to spot common trends and underlying problems.
- Updating self-help documents so customers can try to

fix problems themselves.

IT/Network Support

Rustan's LLC - Tamuning, GU

July 2011 to July 2018

- In-charge on day to day IT related duties
- Assist and process customer's remittance abroad and check cashing

Education

BS. in Network and Security Operations in Computer Network and Security

Western Governors University - Utah

September 2020 to September 2024

Associate degree in Docomo Apprenticeship program

Guam Community College - Mangilao, GU

2015 to 2019

Associate degree in International Electronics

Information in Communication Technology and Technical Institute

2007 to 2010

Languages

- English - Fluent
- Tagalog - Fluent

Links

<https://www.linkedin.com/in/alvin-bautista-5b229a162/>

Military Service

Branch: United States Navy

Rank: Federal Contractor

Awards

Employee of the Year 2013 - Rustan's LLC

December 2013

Docomo Pacific Certificate of Achievement

June 2017

Certifications and Licenses

Cisco Certified Entry Networking Technician (CCENT)

ITIL v3

CompTIA A+

CompTIA Security+