Gabriel Bongailas

Computer Systems and Networks Advanced Diploma Graduate and Current Bachelors Student

Contact Details

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> Malta

Skills

> Windows Server Configuration and Management
> Cisco Device Configuration and Management
> Basic Linux OS Configuration and Management
> Office Apps Proficient
> SQL Proficient (Configuration and Management

Interests

> Analogue Photography
> Analogue Audio
> Electronics
> Kayaking

Pers. Projects

Home Server
> Proxmox
> NextCloud
> pfSense

Home NAS
> TrueNAS Scale

Voluntary

Inspire Charity Shop
I assisted with organising, cleaning, and sorting items while handling customer enquiries and payments.

Profile

"Advanced diploma graduate and current bachelor's student in Computer Systems and Networks, with practical experience in IT infrastructure, troubleshooting, and system deployment. Aiming to apply my analytical and organisational skills in positions focusing on the design, implementation, and optimisation of enterprise networks. Enthusiastic about contributing my IT knowledge to a forward-thinking team, while also seeking opportunities for further growth and learning."

Educational Background

B.Sc. (Hons) in Computer Systems and Networks | MCAST
10/2023 — Present

Advanced Diploma in IT (Computer Systems & Networks) | MCAST
10/2021 — 06/2023

Professional Experience

Junior IT Support Officer | PG Group
06/2022 — Present

- Collaborate with team members to install, configure, and manage IT assets for 100+ employees, ensuring smooth operations and minimal downtime.
- Provide comprehensive IT support for technical issues across various software (O365, Accounts, CRM, POS) for 100+ staff members, including senior management.
- Communicate effectively with users to investigate and resolve support requests through walk-ins, calls, or the ticketing system, ensuring a clear understanding of their needs and timely resolution.
- Configure network equipment, including Dell and Aruba switches.
- Diagnose and carry out basic repairs on faulty electronic devices, including sound amplifiers and televisions.
- Maintain and update IT documentation to ensure a well-organised knowledge base.
- Developed and implemented a Linux-based infotainment system for Ragusa Xpress and PG Group supermarkets (Ubuntu, controlled via Webmin).
- Install and configure 4G marine router (Sputnik24) on the Ragusa Xpress catamaran.
- Perform basic design and 3D printing of custom parts for specialised applications (Prusa Appliance, and Software).

IT Apprentice | Ministry for National Heritage, Arts & Local Council
02/2022 — 05/2022

- Configured and deployed computers to the government domain.
- Set up and maintained visitor-access computers for public use.
- Researched and implemented open-source solutions to optimise workflows within budgetary constraints.