



JOHN FREY C. CORTEZ

CONTACT

111 Purok 2 San Francisco, Macabebe, Pampanga, 2018

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PROFESSIONAL SUMMARY

Computer Technician-certified Subject Matter Expert with vast experience in effective and efficient operations. Displays outstanding knowledge and practical expertise to provide exceptional all-round service.

CORE QUALIFICATIONS

- Logo creation
- Microsoft Office expertise
- Graphic and media design
- Photography background
- Parts replacement
- Virus removal and debugging
- IT troubleshooting
- Application updating
- Hardware fault diagnosis
- Application troubleshooting
- Desktop hardware expertise
- TeamViewer
- Driver installation
- Mac OS knowledge
- Software installation
- Typing speed of 45 WPM
- File conversion
- Layout coordination
- Document creation
- Communication skills
- Google Workspace

EXPERIENCE

Subject Matter Expert LizardBear Inc. - 2nd street corner 4th avenue Clark Freeport Zone Clark Global City, 2023 Pampanga, Philippines
05/2019 - Current

- Carried out data analysis and assessment and presented results to management.
- Optimised processes and organisation structures to facilitate maximum profitability.
- Handled complex problems and issues by understanding root causes and implementing solutions.

Computer Technician 777 Hybrid Computer - Dike Batasan, Macabebe, Pampanga, Philippines
07/2016 - 04/2019

- Conducted installations of new software packages, updates and new OS releases, maintaining optimised performance.

OJT ICT Coordinator San Vicente-San Francisco High School - San Francisco, Macabebe, Pampanga, Philippines
11/2015 - 11/2015

OJT Computer Tech and Assistant Xaviery Computer - Apalit, Pampanga, Philippines
01/2015 - 03/2015

- Completed work to agreed standards and specifications.

EDUCATION

Information Communication Technology
Asian Caregiving Technology Education Center - Apalit, Pampanga, 2016

- Coursework in Computer Hardware & Software

Secondary
San Vicente-San Francisco High school - San Francisco, Macabebe, 2013

Primary
San Vicente Elementary School - San Vicente, Macabebe, 2009

LANGUAGES

- English
- Kapampangan
- Tagalog

RELIGION

- Born Again Christian

CHARACTER REFERENCE

- Germalyn Mariano - Registered Nurse at Macabebe District Hospital
+639168325196
- Nikki P. Mariano - Co-Worker at LizardBear Tasking Inc (TaskUs)
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