



## CONTACT



**Birthdate:**  
January 14, 1996 | 27 yrs. old



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0930 8652 388



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**Address:**  
I. Dejoya St., Dejoya Bayview Subd  
Cuta, Batangas City Batangas

## SKILLS

- Technical Troubleshooting and Problem Resolution
- Hardware and Software Installation, Configuration, and Maintenance
- Network Administration and Security
- Help Desk Support and Incident Management
- User Training and Documentation
- Active Directory and Exchange Management
- Windows OS Support
- ITIL Framework and Best Practices
- Excellent Communication and Customer Service
- Experience in implementing and managing backup solutions
- Collaborated with cross-functional teams to implement system upgrades.
- Capability to work collaboratively with cross-functional teams
- Willingness to stay updated with the latest industry trends.

# Anthony Tolentino

IT Support Representative

## OBJECTIVE:

Highly skilled and motivated IT Support Analyst with 7 years of experience providing comprehensive technical support to optimize IT operations and enhance user productivity. Possess strong problem-solving abilities, excellent interpersonal skills, and a track record of delivering exceptional customer service. Seeking a challenging position in an organization where I can utilize my expertise to ensure efficient IT infrastructure and resolve technical issues promptly.

## EXPERIENCE

**IT SUPPORT /  
ACCOUNTING CLERK**  
July 12, 2016- Present

### **EVB Bookkeeping Office | Batangas City 4200**

Provided technical support to end-users, ensuring prompt resolution of hardware and software issues.

Install, configure, and maintain operating systems, applications, and software updates.

Perform accounting and clerical functions to support supervisors, research, track, and resolve accounting problems.

**TECHNICIAN /  
GRAPHIC ARTIST**  
May 2015 - June 2016

### **IT PC Works | Bauan, Batangas 4201**

Diagnosed and resolved complex technical problems related to desktops, laptops, printers, and peripheral devices.

Provided hands-on support in installing, configuring, and maintaining hardware and software.

## EDUCATION

**TERTIARY**  
2012 - 2015

### **Information and Communication Technology**

Colegio ng Lungsod ng Batangas  
Arrieta Road, Rizal Avenue Extension,  
Batangas City

**ON JOB  
TRAINING**  
2014 - 2015

### **Inter PC Computer Store**

2F Bay City Mall, 19 D. Silang, Poblacion,  
Batangas City

**ASSESSMENT**  
Oct 21, 2014

### **Computer Hardware Servicing (NC II)**

Cristo Rey Institute for Career Development  
106 Rizal Ave, Barangay 22, Batangas City

## REFERENCES

**MARIEL DE CHAVEZ**  
Accounting Supervisor

### **EVB Bookkeeping Office**

Hilltop Road, Kumintang Ibaba, Batangas City  
Phone: 0956 234 2504 Email: marieldechavez44@gmail.com

**KAREN ALEA**  
HR Supervisor

### **EVB Bookkeeping Office**

Hilltop Road, Kumintang Ibaba, Batangas City  
Phone: 0917 270 5629 Email: karenalea14@gmail.com

**NOEMI BAGOT**  
Accounting Head

### **Vibrant Wellness Trading Corporation**

President Jose P. Laurel Hwy, Lipa City, Batangas  
Phone: 0921 951 4708 Email: noemikrizle19@yahoo.com