



ANTHONY F. TOLENTINO

IT SUPPORT & WEB DEVELOPER

● ABOUT ME

Highly skilled and customer-focused IT Support professional with 7 years of experience in providing technical assistance and resolving IT-related issues. Proficient in diagnosing and troubleshooting hardware, software, and network problems, with a strong understanding of various operating systems and software applications.

Committed to delivering exceptional customer service and ensuring timely resolution of technical issues. Excellent communication and problem-solving skills, coupled with a detail-oriented and organized approach. Passionate about leveraging technology to improve efficiency and enhance user experiences.

● JOB EXPERIENCE

TECHNICAL SUPPORT

2023 - Present

EVB Bookkeeping Office - Kumintang Ilaya Batangas City

Provide technical support and troubleshooting assistance to end-users via phone, remote, and in-person. Resolved hardware and software issues, including installation and configuration.

ACCOUNTING ASSOCIATE

2016 - 2023

EVB Bookkeeping Office - Kumintang Ilaya Batangas City

Supports the accounting department by performing various clerical and administrative duties. Responsible on filing BIR forms 1601EQ and 2551Q.

TECHNICIAN / GRAPHIC ARTIST

2015 - 2016

IT PC Works - Kapitan Ponso St. Bauan Batangas

Responsible for diagnosing, troubleshooting, and repairing computer hardware, software, and network-related problems. This includes installing and configuring computer systems, software applications, and peripherals.

● SKILLS

- Networking: Voip Configuration, File Server, Active Directory and VPN
- Customer Service: PC Troubleshooting, Problem-Solving, Remote Access
- Web Design: HTML, CSS, Bootstrap, Tailwind and Material UI
- Programming Languages: JavaScript, ReactJS, PHP and Vb.Net
- Graphics Editor: Adobe Photoshop, Adobe Illustrator and Canva
- Version Control: Git / Github
- Tools: Visual Studio Code, Chrome Developer Tools
- Communication: Skills and ability to explain complex technical concepts to non-technical individuals.
- Proven track record of providing exceptional customer service

● CONTACT ME

+63 930 865 2388

<https://hardcorekid03.github.io/atcv>

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● REFERENCES

JOHN RAVEN V. GALICIA

IICS SUPERVISOR

EVB Bookkeeping Office

Phone: 0966 136 8193

Email: rven.matias@gmail.com

MARA A. CURA

Assistant Operations Manager

EVB Bookkeeping Office

Phone: 0921 951 4708

Email: maracura7@gmail.com

● EDUCATION

COLEGIO NG LUNGSOD NG BATANGAS

INFORMATION AND COMMUNICATION
TECHNOLOGY 2014-2015

CRISTOREY INSTITUTE FOR CAREER DEVELOPMENT

COMPUTER HARDWARE SERVICING
(NCII) 2015