

# Patrick Henry Maderazo

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## PROFESSIONAL SUMMARY

Detailed-oriented IT Professional with hands-on experience in PC standardization, system troubleshooting, and basic networking. Skilled in resolving technical issues through ticketing systems and remote support tools. Eager to apply technical knowledge, collaborate with IT teams, and grow in a fast-paced technology-driven environment.

## PROFESSIONAL EXPERIENCE

### IT Helpdesk Support Intern

(S.P. Madrid & Associates) | (Commonwealth Avenue Corner Luzon Avenue, Quezon City, 1119 Metro Manila) | (July - December 2025)

- Provided first-level technical support to end users, resolving hardware and software issues efficiently.
- Assisted in PC standardization, ensuring systems met company IT policies and performance requirements.
- Installed, cloned, and configured operating systems for desktops and laptops.
- Performed SSD formatting and system reimaging for new and existing machines.
- Utilized a ticketing system to track, prioritize, and resolve IT support requests.
- Delivered remote support using tools such as AnyDesk, TightVNC, and RustDesk.
- Supported basic networking tasks, including troubleshooting connectivity and device issues.
- Collaborated with senior IT staff to improve system reliability and user satisfaction.

## TECHNICAL SKILLS

### IT Support & Systems

- PC Standardization and Configuration
- Operating System Installation & Cloning
- SSD Formatting and System Deployment

- Hardware & Software Troubleshooting
- Basic Networking (LAN connectivity issues)
- Preventive Maintenance

## **Support & Operations**

- Ticketing System Management
- Remote Technical Support
- End-user Assistance & Documentation

## **TOOLS & SOFTWARE**

- Microsoft Office (Word, Excel, PowerPoint)
- Google Workspace (Docs, Sheets, Drive)
- Lark Collaboration Suite
- TightVNC
- AnyDesk
- RustDesk

## **EDUCATIONAL ATTAINMENT:**

**TERTIARY:** Pamantasan ng Lungsod ng Valenzuela

Tonco St. Maysan Rd., Valenzuela City

Bachelor of Science in Information Technology (BSIT)

S.Y. 2022 - Present

**SECONDARY:** Pamantasan ng Lungsod ng Valenzuela (Senior High School)

Tonco St. Maysan Rd., Valenzuela City

Science, Technology, Engineering, and Mathematics (STEM)

S.Y. 2020 - S.Y. 2022

Bagbaguin National High School

San Diego St., Sitio Bisalao, Bagbaguin, Valenzuela City

S.Y. 2016 - S.Y. 2020

**PRIMARY:** Andres Mariano Elementary School

S.Y. 2010 - S.Y. 2016