Humphrey Del Castillo

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SUMMARY

IT student focused on web development with hands-on experience in technical support. Currently working with frontend and backend technologies while learning new frameworks and learning what makes good design work. Dedicated to continuous learning and looking forward for opportunities to improve my skills by building real-world projects that solves practical problems.

SKILLS

Frontend: HTML, CSS, JavaScript, Tailwind CSS, Vite, Figma, Git, GitHub.
Backend: Node.js, Express.js, MySQL.
Others: Hardware Diagnostics, System Maintenance, Network Configuration, Technical Documentation.
Soft Skills: Communication, Fast Learner, Teamwork, Adaptability, Problem-Solving.

WORK EXPERIENCE

Tech Support, DelCas Consumer Goods Trading   **August 2022 – July 2024**

- Addressed and solved a wide range of hardware and software issues, from computer and printer repairs to network troubleshooting, keeping systems operational and reducing disruptions to daily workflows.
- Documented technical problems, and maintenance operation in order to develop an internal knowledge base that would support further troubleshooting and enhance response times.
- Investigated technical problems systematically to identify their root causes, resolved issues independently when possible, and coordinated with vendors or specialists for more complex situations requiring additional expertise
- Provided comprehensive technical support to personnel across sales, logistics, and administrative units. Translated complex technical concepts into clear guidance for non-technical users and applied the information to enhance operational effectiveness.

Tech Support, Silverline Office Supplies   **November 2021 – Febuary 2022**

- Provided technical support to office staff regarding any IT issue, from software to hardware failure, by assuring timely intervention to maintain productivity.
- Responded to the various support requests through multiple channels, directly conducted troubleshooting, and trained users in the solution of regular technical problems with a view to helping them gain confidence and reduce follow-up queries.
- Prepared and formatted business documents, reports, and correspondence, making sure data entry was accurate and professional in appearance, internally and client-facing.

EDUCATION

Trinity University of Asia   **2024 – present**
Bachelor of Science in Information Technology