



ABOUT ME

Enthusiastic I.T Networking and Security eager to contribute to team success through hard work. Attention to detail and excellent organizational skills. Clear understanding of time management and work optimizing and training skill. Motivated to learn, grow and excel in I.T Industry.

SKILLS

Remote Support
Troubleshooting and Resolution
Network Security
TCP/IP Protocol
Firewalls
Network Infrastructure Administration
Cloud Services
VPNs and Security Product
Switches and Routers

SOCIALS

Linked In:

<https://www.linkedin.com/in/jo%C3%A3o-paulo-jaquias-53296a183/>

JOAO PAULO JAQUIAS

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EXPERIENCE

■ IT Engineer (JAN 2020 - JAN 2021)

Vastcom Technology Limited, Macao, Macau

- Performed scheduled service work, including installations, testing and repairs.
- Wrote work orders, accounting for standard budgeting guidelines and operational parameters.
- Oversaw development and maintenance of organization computer systems and intranet.
- Managed installation, upgrade and deployment projects and provided on-site direction for network engineers.
- Monitoring OPmanager for pc updates or failing memory status.
- Monitoring Emails for providing our services goes well.
- Monitor all systems are on line with business and day-to-day operation activities.
- Handle operating system, office and business software installation and implementation.
- Network infrastructure and Administration, including participating in dedicated project tasks.
- Hardware repair & maintenance for PC & Equipment.
- Troubleshooting, user support on using software and hardware.
- Handle system backup & recovery, virus cleaning and prevention.
- Provide end users training on office and application software

■ IT INTERN (MAY 2019 – JUL 2019)

The Manor At Camp John Hay

- Assisted IT team members by crafting project research material for implementation.
- Closely collaborated with project members to identify and quickly address problems.
- Managed network and system performance, conducting troubleshooting, security patching and maintenance.
- Installed and managed audiovisual equipment.
- Troubleshooting printers, Pc's updates and cabling.

■ AT YOUR SERVICE AGENT (APR 2015 – JUN 2016)

JW Marriott Macau, Macao

- Maintained well-developed relationships with customers and fellow employees by utilizing services.
- Answering phone calls through outgoing or ingoing calls.
- Providing guest's request such as amenities, bedsheets, and extra bed etc.
- Monitoring guest's request to goes well.
- Providing the information about the hotel into outgoing guest call.

EDUCATION

■ Bachelor of Science in Information Technology

University of the Cordilleras (2016-2019)

- Capstone Project: PetBuddy: Pet Store Navigator

■ High School Diploma

Macao Sam Yuk Middle School (2006-2014)