**Francis Jay D. Rotol** **IT Tech-Support**

**Contact Information**

* **Mobile:** 09512352816
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* **Address:** Tuyan, Naga City, Cebu

**Professional Summary**

Dedicated and diligent IT professional with experience in theme park IT operations and technical support. Skilled in hardware troubleshooting, network installation, and system administration. Proven ability to work under pressure, solve problems effectively, and provide excellent technical support to ensure smooth IT operations.

**Education**

* **Holy Trinity Academy of Loay**  
  ICT (2015–2021)
* **CITE Technical Institute, Inc.**  
  Computer Engineering Technology(2021–2024)

**Work Experience**

**IT Staff**

**Anjorworld Global Sourcing Inc.**  
*July 2024 – Present*

* Providing IT support in theme park operations.
* Installing and maintaining CCTV cameras.
* Troubleshooting and repairing hardware issues.
* Managing UTAK back office systems.
* Retailware back office management.
* Administering VMware server operations.
* Configuring and maintaining Fortigate firewalls.
* Managing website updates and functionality.
* Installing and administering network devices and infrastructure.

**On-the-Job Training (OJT)**

**Anjorworld Global Sourcing Inc.**  
*March 2023 – June 2024*

* Assisted in IT support and maintenance tasks.
* Installed and maintained CCTV systems.
* Supported UTAK and Retailware back office systems.
* Performed hardware troubleshooting and repairs.
* Gained experience in network administration and IT system operations.

**Skills**

* Technical Support and Troubleshooting
* Hardware Installation and Maintenance
* Network Device Installation and Administration
* System Administration (VMware and Firewalls)
* Website Management
* Leadership and Problem-Solving
* Proficient in Office Work
* Strong Work Ethic and Pressure Handling

**Personal Information**

* **Date of Birth:** December 28, 2002
* **Civil Status:** Single
* **Age:** 22 years old

**Certifications**

**-CCNAv7:SWITCHING, ROUTING, AND WIRELESS ESSENTIALS (OCT-12-2022)  
-NC II EPAS (September 2022)  
-NC II CSS (August 2022)  
-CompTIA Network+ (N10-009) Crash Course (All New for 2024!)**

**References**

**Technical Skills**

* In-depth troubleshooting expertise for both hardware and software.
* Advanced knowledge of network configurations, including Fortigate firewalls.
* Skilled in deploying and managing IT systems in high-pressure environments.