

Silvosa Jay

As a highly organized and detail-oriented professional with a strong background in IT industries.

Age: 22

Sex: M

Birth: September 05, 2002

Previous Job: IT Tech Support

CONTACT

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BACKGROUND

IT tech support 2022-2024

St. John Paul II College of Davao

1. Technical Skills:

- Light Editing
- Logo Design
- Network Support: Understanding of LAN/WAN setup, troubleshooting network connectivity issues, and configuring routers, switches, and firewalls.
- Active Directory Management: User account creation, password resets, group policy management, and troubleshooting related issues.
- Data Backup & Recovery: Ensuring data protection through regular backups and restoring systems in case of hardware failure or data loss.
- Cloud Services: Familiar with cloud-based solutions like Office 365, Google Workspace, and file sharing services (e.g., OneDrive, Dropbox).

2. Soft Skills:

- Problem Solving: Strong analytical skills to identify and resolve technical issues efficiently and accurately.
- Communication: Excellent verbal and written communication skills, ensuring clear and effective interactions with end-users and team members.
- Customer Service: Ability to manage difficult situations and provide excellent service to both internal and external customers.
- Time Management: Capable of prioritizing multiple tasks and managing a busy workload in a fast-paced environment.
- Team Collaboration: Comfortable working both independently and as part of a team, ensuring smooth project delivery and issue resolution.

EDUCATION

Tertiary:

St. John Paul College of Davao

2023-2025

Bachelor of Science in Information Technology

Davao City Philippines

Secondary:

2015-2021

Cateel Vocational High School (CVHS)

Cateel, Davao Oriental

Primary:

2008-2014

San Alfonso Elementary School

Cateel, Davao Oriental

About Me:

As an experienced IT Tech Support specialist with over 2 years of hands-on experience, I am dedicated to providing exceptional technical assistance and solutions to end-users. I have a strong background in troubleshooting hardware and Editing Skills, maintaining and configuring networks, and ensuring the smooth operation of IT systems. My expertise includes diagnosing and resolving technical problems, offering timely support, and managing system upgrades to improve efficiency. With a solid understanding of IT infrastructure, customer service, and problem-solving, I am committed to delivering reliable, efficient, and user-friendly technical support. My goal is to continuously improve the user experience while ensuring that all systems run seamlessly and securely.