



# JENDREX LAGANDO

## IT ASSISTANT

### Profile

I am a dedicated and detail-oriented IT Assistant with hands-on experience support day-to-day technical operations, troubleshooting hardware and software issues, and ensuring smooth functioning of IT systems I also have hands-on experience in printer repair, attendance setup and database encoding from past role in both office and field settings

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<https://jendrex-portfolio.vercel.app/>

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Caloocan City

### Education

**BESTLINK COLLEGE OF THE PHILIPPINES**  
**BSIT - BACHELOR SCIENCE INFORMATION TECHNOLOGY**

2015 – 2019

**Camarin High School**

Cadena De Amor, Caloocan City North,  
Metro Manila  
2009 – 2015

### Expertise

TECHNICAL TROUBLESHOOTING  
TROUBLESHOOTING OPERATION  
SYSTEM PROFICIENCY  
SOFTWARE INSTALLATION &  
MAINTENANCE  
HARDWARE SETUP & MAINTENANCE  
NETWORK SUPPORT  
PROGRAMMING  
LANGUAGE (JAVA,SQL,MSSQL,  
PHP,HTML,CSS,RESTAPI,)  
SYSTEM UPDATES &  
UPGRADES  
PRINTER REPAIR

### Work Experience

#### PREMIERE MEDICAL & CARDIOVASCULAR

##### LABORATORY INC - PRESENT

###### IT ASSISTANT

- Provide technical support to co-workers by troubleshooting system issues and maintaining workstations.
- Identify, document, and report critical system errors to third-party service providers to ensure prompt resolution.
- Develop systems to calculate and manage employee overtime, undertime, availment, and reimbursements.
- Monitor and manage employee overtime and undertime records to ensure accuracy and compliance.
- Assist in improving internal processes through system development and automation.

##### INGCOPH TRADERS INC

###### IT ASSISTANT

- Visit client offices to repair and service printers, ensuring minimal downtime through fast and accurate troubleshooting.
- Provide biometric system support, including enrolling new users and updating employee records.
- Assist HR and payroll by computing employees' workdays based on biometric attendance logs.
- Develop and maintain e-commerce websites, including basic design, functionality, and content updates.
- Provide general IT support for hardware, software, and system-related concerns.

##### INKRITE INK RIFILLING STATION

###### PRINTER TECHNICIAN

- Visits client sites to diagnose and repair printer issues.
- Troubleshoots hardware and software problems for various printer models.
- Installs, configures, and tests printers (inkjet, laser, and network printers).
- Replaces faulty or worn-out printer parts such as rollers, fusers, and cartridges.
- Resolves paper jams, printing errors, connectivity, and driver issues.