John Henry Joromat

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A confident and reliable IT support engineer with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Possessing a proven ability to administer and control the operation, configuration, and maintenance of computer-based information systems, as well as having an eye for detail and able to multi-task under pressure. An excellent communicator can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.

Work Experience

It Support Engineer
CloudConsole IT Consulting - Makati
August 2022 to Present

• Provide technical assistance to client end-users.
• Troubleshoot customer workstation issues.
• Proactively monitor and report on client environments.
• Work with Senior Engineers, Team Leads, and Project Managers to troubleshoot client issues as they arise.
• Coordinate with the engineering team and project managers to ensure projects are carried out on time.
• Timely and accurate time log completion (with detailed notes).
• Dependable and regular attendance in the call queue.
• Proactive daily schedule communication with team members and team leader.
• Ensure proper execution and delivery of software patching, backups, alerts, antivirus, updates, hardware monitoring, ConnectWise products, TPAM, Kaseya, SSL certs, and software.
• Assist with special projects as needed.

Front End Web Developer Trainee
VOLENDAY, INC - Makati
March 2022 to June 2022

• Meeting with the development team to discuss user interface ideas and applications.
• Reviewing application requirements and interface designs.
• Identifying web-based user interactions.
• Developing and implementing highly responsive user interface components using React concepts.
• Writing application interface codes using JavaScript following React.js workflows.
• Troubleshooting interface software and debugging application codes.
• Developing and implementing front-end architecture to support user interface concepts.
• Monitoring and improving front-end performance.
• Documenting application changes and developing updates.

IT Specialist
Pryce Gases, Inc - General Santos
November 2019 to September 2020

- Review diagnostics and assess the functionality and efficiency of systems
- Implement security measures
- Offer technical support to company staff and troubleshoot computer problems
- Install and update company software and hardware as needed
- Anticipate and report the cost of replacing or updating computer items
- Resolve office-related issues according to predetermined procedures.

Education

Bachelor of Science in Information Technology
Ramon Magsaysay Memorial Colleges - General Santos
June 2014 to March 2018

High school diploma
Ozamiz City School of Arts and Trades - Ozamiz City
June 2008 to March 2012

Skills

- Customer service
- Maintenance
- Communication skills
- Windows Remote Desktop
- Microsoft 365
- Administrative experience
- Technical support
- Computer skills
- Network support

Links

https://www.linkedin.com/in/john-henry-joromat/

Certifications and Licenses

Scientific Computing with Python
July 2023 to Present

Obtained a certificate from freeCodeCamp.org

3CX Basic Certificate
March 2023 to Present

Obtained a certificate from 3CX

Introduction to Generative AI

July 2023 to Present

Obtained a certificate from Google Cloud Skill Boost

Generative AI Fundamentals
July 2023 to Present

Obtained a certificate from Google Skill Cloud Boost

HTML & CSS - Certification Course for Beginners
March 2021 to Present

Obtained a certificate from YouAccel

Foundations of Cybersecurity
July 2023 to Present

Obtained a certificate provided by Google.

Introduction to Cyber Security
September 2023 to Present

Received a Certificate of Completion for successfully completing Introduction to Cyber Security Learning Path from TryHackMe.com

September 16, 2023