JOHN ROBERT HONCULADA

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Professional Summary

IT Technical Support Specialist with over 5 years of hands-on experience in IT support, systems maintenance, and network troubleshooting. Adept in diagnosing technical issues, communicating clearly with end users, and working with tools like Python, SQL, remote desktop apps, and helpdesk platforms. Strong communicator with a calm, analytical approach and a growth mindset suited for dynamic, AI-driven environments.

Core Competence

- **Technical Support (Level 1 & 2)**
- **Windows & Mac OS | Office 365 | Active Directory**
- **Ticketing & Documentation (Helpdesk platforms)**
- **Device Configuration & Endpoint Management**
- **IT Asset Management & Inventory**
- **Network Troubleshooting | VPN | DNS/DHCP**
- **Cybersecurity Fundamentals | Antivirus | Encryption**
- **Customer Service & User Education**
- **Hardware Installation, Repair & Deployment**

Professional Experiences

IT Support Specialist   Abu Dhabi National Hotels, Inc.   *Jan 2024 – Feb 2025 | Remote/Onsite*
- Handled 80+ tickets daily; maintained >90% first-call resolution.
- Deployed and maintained desktops, laptops, mobile devices, and printers.
- Managed AD accounts, performed onboarding/offboarding, and access control for 300+ staff.
- Applied security patches, antivirus software, and system updates for compliance.
- Led helpdesk optimization, reducing ticket resolution time by 90%.
- Provided hybrid support via **RDP, TeamViewer, AnyDesk** and in-person escalation.

IT / Administrative Officer   Laborem, Inc.   *Sep 2021 – Nov 2023 | QC (Onsite & Remote)*
- Offered technical support to 100+ users across multiple company sites.
- Managed device deployment and IT inventory across all departments.
- Conducted password resets, email troubleshooting, and basic cybersecurity awareness training.
- Maintained network health, performed patching and monitoring of system health.
- Configured routers, set static IPs, and resolved LAN/Wi-Fi connectivity issues.

IT Support / Graphic Artist   Dela Torre Digital Arts Studio   *May 2020 – Sep 2021 | Studio-Based*
- Configured, repaired, and assembled computer systems for staff operations.
- Maintained CCTV systems and connected surveillance devices via IP/DVR.
- Provided on-demand support for printing hardware, software drivers, and daily production tools.

IT Technical Support   SuperValue,   *Oct 2019 - April 2020 | Onsite*
- Diagnosed and resolved hardware, software, and network-related issues.
- Performed security updates and routine maintenance.
- Maintained technical documentation and tested systems before deployment.

Graphic Artist (Part-Time)   EC Print Printing Services   *June 2016 – Oct 2019 | Onsite*
- Designed promotional materials using Adobe Photoshop and Illustrator.
- Operated printing equipment (tarpaulin, ID cards, mugs, t-shirts, blueprinting).
- Managed ink calibration, layout quality, and customer satisfaction.

Educational Attainment

BS in Information Technology, Infotech College of Arts and Sciences – 2019
Diploma in Computer Programming, St. John Bosco Institute – 2018

Certification

- Google Ads Measurement Certification   July 12, 2025
- Responsive Web Design Certification   Oct 26, 2023
- AutoCAD 2016 Certification   Nov 12, 2015

Technical Tools

- **Operating Systems:** Windows 10/11, macOS
- **Tools & Platforms:** Microsoft 365, Active Directory, AnyDesk, TeamViewer, RDP
- **Networking:** DHCP, DNS, TCP/IP, Multi-WAN routers, VPN
- **Security:** Antivirus Deployment, Device Encryption, User Awareness
- **Hardware:** Laptop/Desktop assembly, diagnostics, repair
- **Ticketing & Management:** Local IT ticketing systems, asset lifecycle, inventory tracking

Home Lab Experience

- Built desktop PCs with AMD Ryzen processors
- Installed dual monitors, endpoint tools, and VPN setups
- Configured routers, IP surveillance cameras, and home network optimization

Personal Strengths

- Fast Learner | Calm Under Pressure | English Communication
- Independent and collaborative worker
- Familiar with multi-chat tools and remote environments
- Excellent problem-solving skills
- Organized and time-efficient
- Adaptable to evolving technologies

Academic Achievement

Saint John Bosco Institution of Arts and Sciences (San Mateo, Rizal, Philippines)

- 3rd Honorable Award   S.Y.2017-2018   May 26, 2018
- Top 1 2nd (Semester Overall Subject)   S.Y.2017-2018   May 26, 2018
- Top 3 2nd Semester (Computer Programming)   S.Y.2016-2017   Mar 30, 2017

Character Reference

- **Jhon Poul Villaflor**   Customer Service Rep   09659866301
- **Euler Eyre Prince Cruz**   Customer Service Rep   09107307336
- **Patricia Vejano**   Admin Supervisor   09173046254

I hereby certify the veracity of the above information is true and correct.

John Robert C. Honculada