John Henry Joromat

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Summary

Results-driven IT Support with 2 years of experience providing technical solutions in diverse environments. Proficient in troubleshooting hardware, software, and network issues with a focus on enhancing user experience. Strong communication skills and a commitment to ongoing professional development to meet evolving industry standards.

Experience

IT Support Engineer

CloudConsole Inc. • Makati, NCR
08/2022 - Present

- Provided comprehensive technical support to end-users, including hardware and software troubleshooting, system configuration, and network connectivity
- Responded promptly to IT support requests via phone, email, or in-person, ensuring timely resolution of issues to minimize downtime
- Installed, configured, and maintained software applications, operating systems, and peripheral devices, ensuring compatibility and optimal performance
- Collaborated with cross-functional teams to implement IT initiatives, such as system upgrades, network infrastructure enhancements, and security protocols
- Developed and maintained documentation, including user guides, troubleshooting procedures, and system configurations, to facilitate knowledge sharing and training
- Conducted periodic system audits and performance assessments to identify areas for improvement and implement proactive solutions
- Provided training and guidance to end-users on IT best practices, security protocols, and software usage to enhance productivity and minimize risks
- Managed IT projects and initiatives to ensure successful implementation and delivery

IT Specialist

Pryce Gases, Inc • General Santos, South Cotabato
11/2019 - 09/2020

- Review diagnostics and assess the functionality and efficiency of systems.
- Implement security measures.
- Monitor security certificates and company compliance with requirements.
- 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.

Skills

Customer Service, Windows, Help Desk, Active Directory, Computer Networking, Software Troubleshooting, Communication skills, Telephony, Microsoft 365

Education

Bachelor's Degree in Information Technology

Ramon Magsaysay Memorial Colleges • General Santos, SOCSKSARGEN
03/2018

Certificates

Microsoft Active Directory and DNS (Issued last April 6-7, 2024)

Scientific Computing with Python (Issued last July 10, 2023)

3CX Basic Certification V20 (Issued last March 23, 2023)