



John Dovey Salvador

IT Support Specialist

Task-driven IT Support Specialist with 4+ years quickly and effectively resolving users' technical and hardware issues. Skilled at maintaining positive communications even in stressful situations. Looking to challenge myself and furthering my career as a web developer.

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TECHNICAL SKILLS

HTML5

CSS3

JAVASCRIPT

Wordpress

PHP

Troubleshooting

Network Architecture

SOFT SKILLS

Problem Solving

Time Management

Teamwork

INTEREST

- ROBOTICS
- MACHINE LEARNING
- SIMULATORS

WORK EXPERIENCE

IT Support Specialist

UNIPACE CORP.

2018 - 2023

- Implement an ERP system refers to a type of software that organizations use to manage day-to-day business activities such as accounting, inventory, supply chain, and manufacturing.
- Team member of an ERP Implementation, analyzing Software and Hardware capabilities to provide training and testing for the users.
- Trained 100+ end users.
- Provided technical support for up to 100+ end-users via phone, ticketing system, and email.
- Corrected data entry errors to prevent later issues such as duplication or data degradation.
- Installed over 100+ overall desktop computers during a company wide upgrade.
- Solved problems, resolved errors, and ensured user satisfaction.
- Maintaining and installing a company's computer network infrastructure.
- Network, software, and hardware troubleshooting

EDUCATION

- BACHELOR IN INFORMATION TECHNOLOGY

Cagayan de Oro College

2014 - 2018