

# JOHN SETH SALAZAR

## Technical Support Analyst

salazarjohnseth@gmail.com  
Zamboanga City, Zamboanga del Sur, 7000  
salazarjohnseth@gmail.com  
+639159417413  
LinkedIn: <https://www.linkedin.com/in/john-seth-salazar-028728149/>

Likable and dedicated IT professional with years of experience in the industry. Eager to offer superb real-world analytical and computer skills.

## Education

Computer Engineering  
AMA Computer College at  
Zamboanga City | June 2013 -  
April 2018

Electronics &  
Communications  
Engineering  
AMA Computer College at  
Zamboanga City | June 2018 -  
April 2019

## Key Skills

Technical Support  
Front-End Web Development  
Computer Networking  
Computer Hardware Troubleshooting  
Project Management

## Certifications

Cisco Certified Network  
Associate | December 2019

## Professional Experience

### Technical Support Analyst

Vitals | March 2021 - Present

- Primary point of contact between merchants and customers.
- Respond via email, and chat to customers' requests and inquiries using HelpScout.
- Offer product-related technical and non-technical support.
- Present comprehensive information regarding our products and services.
- Make front-end web customizations (CSS, JavaScript, JQuery) to customers' e-commerce shops and to the company's app.
- Nominated Most Improved Teammate 4th Quarter 2021
- Nominated Best Teammate January 2022

### Information Technology Supervisor

Concrete Stone Corporation | July 2020 - November 2020

- Co-authored the Administration Department's Information Technology Policies and Procedures manual for the company's ISO 9001:2015 Quality Management Systems certification.
- Co-authored the Administration Department's Information Technology blank forms, checklists, and records.
- Tasked to inspect, record, distribute and maintain the company's IT-related functions and infrastructure.
- Microsoft 365 Admin Center Company Administrator
- Acumatica Cloud ERP Company Administrator
- Designed, procured, implemented, and administered the Company's networks, servers, and IT-related functions and infrastructures.
- 24/7 IT-Related Support to company employees. (Remote and On-site)
- Concrete Stone Corporation Group IT Core Team Member

### Network Engineer

Achieve Without Borders Inc. | January 2020 - July 2020

- Work with Sales Team and act as a subject matter expert in scoping and designing network infrastructure (wired and wireless) required by the clients.
- Communicate to clients for initial requirement capture.
- Create Bills of Materials based on created Network Design for the clients.
- Act as a Radio Frequency (RF) Engineer in creating Point-To-Point and Point-To-Multipoint wireless bridges.
- Do proper sizing and heat map design of clients' corporate Wi-Fi.
- Do after-sales support pertaining to network issues and downtime.
- Configure Routers, Switches and Firewalls as required by the clients.
- Upgrade data network equipment to the latest stable firmware releases.
- Conduct Vulnerability Scanning as needed.
- Process Warranties/Return Merchandise Authorization (RMA).
- Act as the Project Manager for network-related projects.