JOMAR PADONAN

IT TECHNICAL SUPPORT

CONTACT

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📍 Brgy 178 Purok Laloma Camarin Caloocan CityBrgy 178 Purok Laloma Camarin Caloocan City

EDUCATION

Tertiary   2019-2020
INFOTECH COLLEGE OF ARTS AND SCIENCES
- BS Information Technology

                 2016-2018
GATEWAYS INSTITUTE OF SCIENCE AND TECHNOLOGY
- Information Technology System

Secondary   2014- 2016
ALTERNATIVE LEARNING SYSTEM

Primary   2002-2008
DAMPALIT ELEMENTARY SCHOOL

SKILLS

- ·Skilled in MS Word, Excel, Powerpoint.
- ·Network Configuration
- ·Programming (Visual basic 6.0 , C++ , PHP, & VB.Net)
- ·PC Repair, Partitioning & Formatting
- ·Network Troubleshooting.
- ·Remote Desktop Support using Anydesk and Teamviewer
- ·Domain Controller
- ·Backup & Restore using EASUS
- ·POS IT TECHNICAL
- .Backup and Restore System/OS

REFERENCE

Ronnie C. Lastimosa
BFP National Headquarters
Fire Officer 1
Phone: 09202395264

Rosbien S. Forteza
VST-ECS Phil.inc.
Technical Service Enginner
Phone: 09986320416

PROFILE

Highly motivated and skilled IT Technical Support Specialist with a passion for resolving complex technical issues and delivering exceptional customer service. Possesses a solid foundation in IT infrastructure, hardware/software troubleshooting, and network administration. Proven ability to communicate effectively with users at all levels to diagnose and resolve issues promptly, ensuring minimal downtime and maximum productivity.

WORK EXPERIENCE

Mumuso   Oct 27,2022 - PRESENT
POS IT Support

- Troubleshooted printers, networks, and computers.
- Conducted system and OS backups and restores.
- Maintained and repaired POS printers.
- Provided support for POS systems.
- Setup store branches with necessary IT infrastructure.

Medexpress   Jan 25, 2021 - June 25, 2022
Local IT Support

- Created Domain accounts and managed folder shares for domain users.
- Managed firewall and internet connections.
- Utilized ticketing tools to track and resolve IT issues.
- Troubleshot computer and printer problems.
- Set up computers, software, and networks for branch offices.
- Uploaded data to SAP 760.
- Provided troubleshooting support for MS Office applications, including Outlook email configuration.

VST-ECS

Lenovo Field Engineer   Oct 10 – Jan 20, 2021
- Installed and repaired computers, including installing server parts and cloning PCs.

MSI-ECS

Service Technician   May 2 - Sep 5, 2018
- Installed and repaired computers, including installing server parts and cloning PCs.