

Jerick Gonzales Sazon

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<https://jsazon.github.io/Portfolio/>



OBJECTIVE

To use and further develop the skills and knowledge that I have acquired in school, thus helping the company to achieve its long-term goals and allowing me to develop professionally in my chosen field of endeavor.

EDUCATION

2016 - **University of the Assumption**, San Fernando, Pampanga, Philippines
Bachelor of Science in Information Technology

INTERNSHIP

Philippine National Bank - San Fernando, Pampanga (July – November 2015)

I.T. Staff member

- Troubleshooting, diagnosing and solving problems related to computer hardware and software
- Replace defective computers

Evaluation of performance as IT Staff member

- Punctual, hard-working and trustworthy; and performed assigned tasks on time

WORK EXPERIENCE

GeeksForless Systems Inc. (*June – September 2016*)

NETWORK OPERATIONS CENTER SPECIALIST

- Uses Nagios Core 3.2.1 and JIRA
- Monitor services of each client
- Troubleshoot any given problems
- Creating tickets for each issue
- Coordinate with different departments to fix any issue in a timely manner
- Troubleshoot escalated tickets from customers or other departments
- Reporting

ABUSE POSTMASTER

- Investigating web and mail abuse related issues
- Monitoring domains for possible abuse
- Whitelisting and adjusting filters for outbound/inbound mail
- Examining spam complaints
- Requesting server blocks removal
- Reporting

Iwamoto International Manpower Agency Corp. (*November 2016 – Present*)

I.T. Staff

- Installation and configuration of computer hardware, software, networks and printers
- Setting up accounts
- Monitoring and maintaining computer systems and networks
- Investigating, diagnosing and solving computer software and hardware issues
- Responding to breakdowns
- Checking computer equipment for electrical safety
- Providing support, including procedural documentation and relevant reports

PROFICIENCIES

- Microsoft Visual Basic
- Web Development using HTML5 and CSS3
- Computer Networking and Troubleshooting
- Adobe Photoshop
- Game Development using Construct 2

I hereby certify that the above information is true and correct to the best of my knowledge



Jerick G. Sazon