KING AARON PONTIVEROS

COMPUTER ENGINEERING
TECHNOLOGY FRESH GRAD

PERSONAL PROFILE

Adaptable worker driven by a passion for excellence and a commitment to client satisfaction. With a focus on clear communication and meticulous attention to detail, I embrace the challenges of work with enthusiasm.

WORK EXPERIENCE

Technical Support Representative

Concentrix | Sept 2021 – June 2022

- Responding to user inquiries and troubleshooting technical issues via phone, email, or chat.
- Providing remote assistance and troubleshooting for software, hardware, and network-related problems.

Software Quality Assurance / Testing

ScaleUp Solutions Inc | Oct 2023 – Feb 2024

- Execute test cases manually and/or using automated testing tools.
- Identify, record, and document software defects using a bug tracking system.

EDUCATIONAL HISTORY

Technological University of the Philippines (TUP)

Computer Engineering Technology | 2020 – 2024

- Studied network and communication protocols, coordination, and ethics
- Managing projects, coordinating tasks, and collaborating with cross-functional teams to deliver projects on time.

Our Lady of Fatima University (OLFU)

Science, Technology, Engineering, and Mathematics| 2018-2020

- Minor in Management
- Thesis involved studying several problems and optimizing best practices.

CONTACT ME AT

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SKILLS SUMMARY

- Adept in Microsoft Azure Fundamentals
- Continuous Learning
- Adapatability
- Time Management

AWARDS RECEIVED

- Best Research Presenter (2019)
- Agent of the Month (2022)
- Campus Journalist (2023-2024)

CHARACTER REFERENCE

Jian C. Balansag
jianalleje@gmail.com