📞 +639777851834

✉ nathbabilonia@gmail.com

📍 Biñan Laguna

SKILLS

- Software/Hardware Troubleshooting
- Active Directory
- Microsoft Exchange Admin
- Microsoft O365 Admin
- Computer Programming - Java, Python
- Basic knowledge on AutoCAD and 3D Modeling
- Basic Video Editing

CERTIFICATION

Computer System Servicing NCII
TESDA

EDUCATION

Bachelor of Science in Computer Engineering
TRIMEX COLLEGES
2019-2023

Science, Technology, Engineering, and Mathematics (STEM)
AMA Computer College Biñan Campus
2017-2019

Nathaniel Babilonia

OBJECTIVES

To work in a company to fully utilize my skills and knowledge to make a positive impact to the organization and gain experience for personal and professional growth.

WORK EXPERIENCE

GLOBAL HELPDESK SUPPORT ENGINEER   *JUNE 2023 - SEPT 2024*

AtomIT Business Solutions | Alabang

- Serves as Tier 1 Helpdesk Support for all IT related issues and concerns through email, phone and chat.
- Utilize ServiceNow to handle and track support tickets
- Ensure all request and incident tickets are logged, tracked and resolve in a timely manner. Ensure tickets are tagged with correct priority and category.
- Escalate tickets to second or third-level support when resolution exceeded scope or expertise.
- Perform desktop support to resolve workstation issues through remote session using BeyondTrust application
- Manage Active Directory and Microsoft Exchange/O365
- Manage user account access across various applications

BROADBAND NETWORK MONITORING -OJT *FEB 2023 - MARCH 2023*

Royal Cablevision Inc. | Santa Rosa Laguna

- Encode daily tracks user's network usage
- Install CCTV in offices of Royal Cable
- Assist technicians in outdoor network configuration
- Daily monitoring of network bandwidth
- Assist on Servicing Support
- Audit Network Access Point for update of new subscriber