

KENNETH IRVIN BUTAD

REMOTE TECHNICAL SUPPORT

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San Vicente Butuan City

PROFILE

Self-motivated and detail-oriented IT Support Specialist with experience delivering high-quality technical assistance in remote and on-site settings. Adept at resolving software, hardware, and network issues independently while communicating effectively across distributed teams. Proficient in collaborative tools like Slack, MS Teams, Asana, and Trello. Known for clear communication, time management, and problem-solving in fast-paced, multi-time-zone environments.

PROFESSIONAL EXPERIENCE

2023 – Present

Activesystems Software Inc. (Remote/On-site)

Technical Support Specialist

- Provide end-user support remotely and in person, resolving hardware, software, and network-related issues with minimal supervision.
- Log and track incidents in a helpdesk system, proactively identifying trends for continuous improvement.
- Configure and maintain MySQL databases.
- Coordinate across departments using tools like Slack and MS Teams to troubleshoot collaboratively in real time.

2022 – 2023

Goldtown Industrial Sales Corporation

IT Staff

- Managed installation, configuration, and support of business-critical software remotely.
- Monitored system health, enforced IT policies, and executed hardware maintenance with precision and autonomy.
- Maintained thorough technical documentation for seamless team handoffs and remote diagnostics.

LANGUAGES

- English (Professional Proficiency)
- Filipino (Native)

EDUCATION

2021

ACLC COLLEGE OF BUTUAN

- **Bachelor of Science in Information Technology**

CORE SKILLS

- Remote Technical Support
- Independent Problem Solving
- Cross-Time Zone Communication
- Time & Task Management
- Client-Focused Troubleshooting
- Documentation & Knowledge Sharing

TOOLS & TECHNOLOGIES

- **Collaboration & Project Tools:** Trello, monday.com, Asana, Google Docs, Slack, MS Teams
- **Database & Systems:** MySQL Workbench, Microsoft 365, Windows OS
- **Support Environments:** Helpdesk systems, Remote diagnostics, VPN configurations