

NEIL DARYL D. BENITEZ

09398011218 | daryldeostrinosbenitez@gmail.com | City of San Pedro, Laguna

PROFESSIONAL SUMMARY

Computer Engineering graduate and former **Field Service Engineer** with hands-on experience in **hardware installation, troubleshooting, preventive maintenance, and system repair**. Familiar with **basic networking and programming concepts**. Skilled in **resolving technical issues, maintaining reliable systems, and providing excellent end-user support**. Highly motivated to grow in any **IT-related role**.

WORK EXPERIENCE

ATM Field Service Engineer

One Point Contact Inc. | Pasig City

February 20, 2024 - May 22, 2025 (1 Year and 3 Months)

- Serviced ATMs for clients including **BDO, Metrobank, PSBank, EastWest Bank, PNB, PBCOM, and 7-Eleven**.
- Independently visited multiple client sites to perform both **routine and urgent ATM maintenance**.
- Ensured all ATM units were fully operational, consistently meeting **client satisfaction and service time targets**.
- Conducted **preventive maintenance** to minimize breakdowns and extend equipment lifespan.
- **Replaced malfunctioning components** and performed **rewiring** as necessary.
- **Diagnosed and resolved technical issues** efficiently to reduce ATM downtime.
- Coordinated with bank IT and telco teams to **escalate and resolve complex network and system issue promptly**.
- Managed and prioritized tasks across multiple sites to complete daily schedules effectively.

IT Support Intern

The Seashore Beach Club, Inc. | Filinvest, Alabang, Muntinlupa City

April 11, 2023 - June 30, 2023 (2 Months)

- **Developed a website** to establish an online presence for The Seashore Beach Club.
- Installed and laid out **cables for the CCTV** system to improve security.
- Connected and organized **phone lines** using correct color coding to ensure proper connectivity.
- Assisted in setting up a **wireless network** using **Tenda devices** connected from Wi-Fi to Tenda and Tenda to Tenda.
- Participated in **fiber-optic cable installation**.
- Set up the CCTV system with **wired connections** and ensured **wireless connectivity** between Tenda devices for reliable network coverage and security.

SKILLS

- Computer and laptop **hardware/software repair, installation, and troubleshooting**
- **Operating system installation**, driver setup, and PC building
- **ATM installation, repair, and preventive maintenance**, including component replacement, rewiring, and sensor troubleshooting
- Maintained equipment to ensure **sustained uptime and optimal operational performance**
- Basic knowledge of **HTML, CSS, PHP, JavaScript, Java, and C++**
- **Basic networking** (LAN/Wi-Fi setup, Cisco Packet Tracer)
- Strong **problem-solving** and **client service skills**
- Ability to work **independently and as part of a team**
- **Fast learner**, eager and adaptable to new technologies
- Effective **time management** and **task prioritization**
- **Computer literate and tech-savvy**
- **Positive work attitude and motivated to grow**
- **Strong interpersonal and collaboration skills**

EDUCATION

Bachelor of Science in Computer Engineering

(Best in OJT and Loyalty Awardee)

Lyceum of Alabang | Tunasan, Muntinlupa City

July 31, 2023

Senior High School Diploma - (ICT) Information and Communication Technology

Lyceum of Alabang | Tunasan, Muntinlupa City

April 12, 2019

CERTIFICATIONS

➤ **National Certificate Level II: Computer Systems Servicing**

Validity: April 11, 2019 - April 10, 2024 (Currently Expired)

➤ **International Certification Level I: Information and Communication Technology**

Validity: April 12, 2019 - April 11, 2024 (Currently Expired)

REFERENCES

Justine Pedelino

ATM Teller | 09367197828

Monico Bagasina

ATM Teller | 09157560949

Alvin Pedroso

ATM Technician | 09093705123

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


NEIL DARYL BENITEZ
Applicant