# NEIL DARYL D. BENITEZ

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## 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

**Field Service Engineer/ATM Technician**
*One Point Contact Inc. | Pasig City*
Feb 2024 - May 2025

- 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.
- Managed and prioritized tasks across multiple sites to complete daily schedules effectively.

**IT Support Intern (OJT - 300 Hours)**
*The Seashore Beach Club, Inc. | Filinvest, Alabang, Muntinlupa City*
April 2023 - June 2023

- **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** by matching the 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.
- Received training and participated in **fiber-optic cable installation and maintenance**.
- Configured **Tenda point-to-point CCTV systems** for better security connectivity.

## 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 2023

**Senior High School Diploma - (ICT) Information and Communications Technology**
*Lyceum of Alabang | Tunasan, Muntinlupa City*
April 2019

# CERTIFICATIONS

**NC II in Computer Systems Servicing**
*Validity: April 2019 - April 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