

# 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*

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.
- 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** 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 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