

Patrick Paolo B. Perez

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Professional Summary

Motivated and detail-oriented Computer Engineering graduate with hands-on experience in IT Technical Support, network configuration, and system troubleshooting. Skilled in resolving hardware/software issues, managing user accounts through Active Directory and Microsoft 365, and ensuring optimal network performance. Recognized for adaptability, teamwork, and strong communication skills in fast-paced environments.

Technical Skills

- MS Office
 - AutoCAD
 - Sophos Firewall
 - LAN/WAN Setup
 - Software/Hardware/Network Troubleshooting
 - Printer/Scanner Troubleshooting
 - Python, Java, C++, HTML
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Core Competencies

- Hardware & Software Troubleshooting (Windows & Linux)
 - Network Configuration & Maintenance (Wi-Fi, Firewalls, Switches, Routers)
 - User Account & Permission Management (Active Directory, Microsoft 365, Azure)
 - Technical Documentation
 - CCTV Configuration (IP-based Systems)
 - IT Asset Management & Ticketing
 - Programming: Python, C++, Java, HTML
 - Strong Communication & Customer Support Skills
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Professional Experience

Bonflex Packaging Corporation — IT Technical Support (Internship)

Biñan, Laguna | June 2024 – August 2024

- Configured and secured network systems using Sophos Firewall and switch management.

- Performed LAN cable installation, crimping, and testing to ensure network stability.
 - Managed user credentials and licenses via Microsoft 365, Azure, and Active Directory.
 - Diagnosed and resolved hardware, software, and peripheral issues (printers, scanners).
 - Installed and configured CCTV IP systems, improving facility security coverage.
 - Supported IT operations by maintaining accurate records in the Odoo ticketing system.
 - Assisted in resetting and formatting PCs, reducing downtime
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Education

Bachelor of Science in Computer Engineering

San Pedro College of Business Administration — San Pedro, Laguna
2021 – 2025

Certifications & Seminars

- Test Automation, Quality Assurance, & Software Engineering (SPCBA, 2025)
- AI Tutor: Emerging Virtual & Augmented Reality (SPCBA, 2023)
- Video Editing for Social Media (SPCBA, 2023)
- Internet of Things (SPCBA, 2023)
- Member, Institute of Computer Engineers of the Philippines – Student Edition (2022–2024)