


FELIX ANGELO BANAGA


PERSONAL PROFILE

Extremely motivated to constantly developing my overall-IT skills. I am confident in my ability to troubleshoot problems and assist customers professionally.

CONTACT

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 872-871-9271

 /in/felix-banaga

 github.com/phylyxs

EDUCATION

Waikato Institute of Technology (Wintec)
Bachelor in Applied IT, 2022

REFEREES

Sanjay Weerasinghe
Wintec ITS
Manager Technology Services
027 496 9612

Anna Gonzales
Restaurant Brands (KFC)
Restaurant General Manager
027 578 3951

SKILLS

- Exceptional communication and networking skills
- Successful working in a team environment, as well as independently
- The ability to work under pressure and multi-task
- The ability to follow instructions and deliver quality results
- Fluent in English, both written and verbal
- Python, Java, VB.NET, C, SQL, Cisco IOS - intermediate level
- MS Office: Word, Excel, PowerPoint, Access

WORK EXPERIENCE

Waikato Institute of Technology, Service Desk Agent
2021 - CURRENT

- Monitoring computer equipments and updating status in the database,
- Create and log tickets using Zendesk, if necessary.
- Work includes: Active Directory, Remote Desktop, Zendesk, Connectwise
- Helping Wintec's staffs and student with IT-related issues

Restaurant Brands (KFC), Team Member
2020 - CURRENT

- Taking customer's orders in-store and drive-thru.
- Dealing and providing solution with any customer's complaints professionally.

OTHERS

Botball @ Educational Robotics , Team Leader
2018

- Team-oriented robotics competition hosted by Carnegie Mellon University and sponsored by several organisations such as NASA, iRobot, and Solidworks.

The Duke of Edinburgh's International Award, Bronze
2018

- A youth awards programme founded in UK.