RAPHAEL BAUTISTA

CONTACT

📞 0915 411 4703

✉️ work.raphaelbautista@gmail.com

📍 Tarlac City, Tarlac

🔗 linkedin.com/in/raphaelbautista08/

EDUCATION

2018

STI COLLEGE TARLAC

- Information and Communications Technnology

LANGUAGES

- Tagalog
- Kapampangan
- English

PROFILE

Field service and technical support professional with experience in troubleshooting, repair, installation, and configuration of IT equipment. Proven ability to resolve technical issues and provide excellent customer service.

SKILLS

- **Operating Systems:** Windows Server, MacOS, Linux (Ubuntu)
- **Hardware**: Workstations, Laptops, Smartphones, POS Machines, Printers, Peripherals
- **Networking**: TCP/IP, DNS, DHCP, Wireless Networks
- **Software**: M365, GWorkspace , CRM (Zendesk, Jira, Slack), Remote Desktop, Backup and Recovery Solutions
- **Cybersecurity:** Security principles, awareness of common threats (phishing, malware), password management.
- **Other**: Active Directory, GPO, Customer Service, Azure (Basic familiarity)

RELEVANT WORK EXPERIENCE

Smartcomp Solutions Inc.   JAN 2024 - OCT 2024
POS Field Technician | Tarlac City, Philippines

- Provided on-site technical support, troubleshooting, and maintenance for a wide array of IT equipment and POS systems at client locations across Pangasinan, Nueva Ecija, and Tarlac, ensuring uptime and optimal system performance.
- Responded to and resolved an average of 15+ service calls per week, prioritizing based on business impact and client urgency, consistently within service level agreements (SLAs).
- Documented all service activities, including troubleshooting steps, solutions implemented, and parts replaced.
- Conducted preventive maintenance to help minimize hardware-related incidents across all supported locations.

Technical Support Representative (Non-Voice)   MAY 2023 - SEP- 2023
HireCharm Tempe, AZ, USA (Remote)

- Delivered Level 2 technical support for device malfunctions and software issues, achieving an 88% customer satisfaction rating.
- Efficiently managed and resolved customer inquiries using CRM tools like Zendesk and Jira
- Utilized AI tools such as Kodif.AI and ChatGPT to streamline troubleshooting and response processes, significantly reducing average handling time per issue.
- Played a key role in training and refining an AI chatbot knowledge base (Kodif.AI) for client automated support, improving self-service options and reducing support team workload.
- Handled Level 1 requests, including Shopify refunds, user onboarding, and account management.

PERSONAL PROJECTS

Freelance Computer Technician   2018 - PRESENT

- As a freelance computer technician in Tarlac and Pangasinan, I provide comprehensive hardware and software support, including smartphone and laptop repairs, PC cleaning, CPU/GPU repasting, custom PC builds, advanced troubleshooting like overclocking and undervolting, remote software installations, keyboard modding, and even building and maintaining custom water-cooled PC systems, ultimately cultivating a loyal customer base through word-of-mouth referrals driven by quality service and technical expertise.