DANIKA MAE NOREEN GOMEZ

Technical Engineer
Location: Bacoor, Cavite 4102
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Competent IT Technical Support well-versed in assisting end users with diverse computer system, mobile device and peripheral equipment problems. Familiar with security standards and usability optimization. Effectively operates autonomously to troubleshoot and fix concerns.

Skills:

- Experienced in using ServiceNow Ticketing System/ Jira for managing and resolving customer queries and technical issues.
- Skilled in providing Oracle ERP R12 Support, ensuring smooth operation and troubleshooting as required.
- Competent in analyzing technical issues and providing effective diagnosis and resolution.
- Proficient in diagnosing and resolving software-related issues to ensure optimal system performance.
- Experienced in providing desktop support, addressing hardware and software issues promptly.
- Skilled in resolving customer complaints and concerns to ensure customer satisfaction.
- Capable of installing and configuring various operating systems to meet organizational needs.
- Proficient in providing technical support and troubleshooting across a range of applications.
- Experienced in account management, ensuring user access and permissions are correctly maintained.
- Knowledgeable in networking principles and protocols, facilitating efficient communication and data transfer.
- Proficient in Python programming language, with experience in developing scripts and automating tasks.
- Familiar with Java programming language, capable of developing and maintaining Java-based applications.
- Skilled in working with SQL Server databases, including querying and data manipulation.

Work Experience:

Jan 2024-Present   **CYBERSECURITY SUPPORT ENGINEER**
Microsourcing deployed in Adlumin Inc.
- Offer technical assistance to clients through the Jira Ticketing portal
- Analyze incoming tickets and escalate them to higher Tier Levels when necessary.
- Conduct ticket triage to prioritize and address urgent issues promptly.
- Develop documentation within the Adlumin portal to assist with support ticket resolution.

Oct 2023- Dec 2023   **IT AND DEVELOPMENT HEAD**
PUDO Express Inc.
- Resolved problems, improved operations and provided exceptional service.
- Proven ability to develop and implement creative solutions to complex problems.
- Proved successful working within tight deadlines and a fast-paced environment.
- Skilled at working independently and collaboratively in a team environment.

Jul 2022- Sep 2023   **IN-HOUSE TECHNICAL ENGINEER**
Northgate Technologies Inc. deployed in Trane Technologies Philippines
- Provided end-to-end software and hardware support for users, ensuring seamless operation of systems and applications.
- Managed user accounts in Active Directory, ensuring adherence to organizational access policies.
- Offered guidance and troubleshooting assistance to optimize user utilization of IT resources.
- Monitored network performance and implemented solutions for connectivity issues.
- Collaborated with regional IT teams to resolve issues and implement updates efficiently.
- Conducted server backups and managed tape replacement for data integrity and recovery.

- Coordinated with IT vendors for procurement, adhering to budgetary constraints.
- Resolved user-reported issues via remote support on ServiceNow platform.
- Conducted re-imaging of computers for system restoration and performance enhancement.
- Managed inventory of laptops in ServiceNow, ensuring availability and accurate records.
- Installed computer software and hardware, meeting user requirements and specifications.

Nov 2015- Jun 2022   IT TECHNICAL SUPPORT / IT INSTRUCTOR
                        STI College Bacoor, 4102

- Offered comprehensive technical support and troubleshooting for installed software and hardware, ensuring uninterrupted operation.
- Provided assistance to students, teachers, and staff members regarding computers, software, accounts, network shares, and lab equipment, fostering a conducive learning and working environment.
- Conducted troubleshooting of network and desktop software and hardware to identify and resolve issues promptly, minimizing downtime.
- Managed the inventory of laboratory and school office computer equipment and licenses, ensuring accurate tracking and compliance.
- Configured hardware, devices, and software to establish workstations for employees, optimizing functionality and efficiency.
- Executed server backups and maintained backup tapes, ensuring data integrity and availability for recovery.
- Addressed support requests from end users and guided individuals through basic troubleshooting tasks, demonstrating patience and expertise in customer service.
- Implemented malware, ransomware, and other threat removal procedures on laptops and desktop systems to safeguard data and security.
- Instructed courses within the subject area, delivering engaging and informative lessons to students.
- Developed instructional plans, including course outlines and syllabi, ensuring alignment with college and department standards for curriculum delivery.

Education:

2011 – 2015   **Bachelor of Science in Information Technology**
               STI College Bacoor – City of Bacoor

2011 – 2013   **Associate in Computer Technology**
               STI College Bacoor – City of Bacoor

Character References:

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