

# ROD NEIL MAURICIO

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## TECHNICAL & EMPLOYABILITY SKILLS

### IT SUPPORT & TROUBLESHOOTING

- Proficient in diagnosing and resolving hardware and software issues for desktops, laptops, and peripheral devices
- Experience with Windows operating systems, system configuration, and user account management
- Strong understanding of networking concepts including connectivity troubleshooting and VPN access
- Skilled in technical documentation and process recording for knowledge management

### TECHNICAL COMPETENCIES

- Operating Systems: Windows (desktop and server environments)
- Programming & Development: TypeScript, JavaScript, React, Node.js, SQL
- Tools & Software: Visual Studio, Oracle SQL Developer, Microsoft Office Suite
- Hardware: Desktop assembly, component installation, peripheral setup and configuration

### CUSTOMER SERVICE & SUPPORT

- Excellent communication skills with ability to explain technical concepts to non-technical users
- Proven track record of managing multiple service requests while maintaining quality standards
- Experience working both independently and collaboratively in team environments
- Bilingual: Fluent in English and Filipino

### PROBLEM-SOLVING & ANALYTICAL THINKING

- Demonstrated ability to diagnose complex technical issues methodically through automotive troubleshooting experience
- Applied logical reasoning and attention to detail when operating specialized manufacturing equipment
- Strictly adhered to safety protocols and regulatory compliance standards, demonstrating attention to detail
- Developed systematic approaches to resolving customer service challenges efficiently

### TIME MANAGEMENT & PRIORITIZATION

- Managed multiple concurrent service requests at Ens Toyota while maintaining quality standards
- Consistently met production targets and deadlines in fast-paced manufacturing environments

### ADAPTABILITY & QUICK LEARNING

- Rapidly acquired new technical skills across diverse industries including automotive, manufacturing, and IT
- Transitioned successfully from automotive service to computer systems technology field
- Continuously learning emerging technologies and industry best practices through academic coursework

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## EDUCATION

SEPTEMBER 2024 - PRESENT (EXPECTED COMPLETION: 2026)

COMPUTER SYSTEMS TECHNOLOGY, SASKATCHEWAN POLYTECHNIC

- Developing expertise in operating systems administration, networking fundamentals (DNS, DHCP, VLANs), and system troubleshooting
- Gained hands-on experience with Windows environments, hardware configuration, and technical documentation
- Completed coursework in computer security, data structures, and full-stack web development using React, TypeScript, and server-side technologies

**JUNE 2020**

**AUTOMOTIVE SERVICE TECHNICIAN**, SASKATCHEWAN POLYTECHNIC

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## **WORK EXPERIENCE**

**PRODUCTION WORKER**, DSI UNDERGROUND CANADA LTD., SASKATOON, SK

**JUNE 2023 – AUGUST 2024**

- Maintained efficient operation of assembly lines in a fast-paced manufacturing environment
- Operated specialized machinery including shearing, threading, and bar cutting equipment with precision
- Strictly adhered to safety protocols and regulatory compliance standards, demonstrating attention to detail
- Collaborated with team members to troubleshoot equipment issues and optimize production processes

**LUBE AND TIRE TECHNICIAN**, ENS TOYOTA, SASKATOON, SK

**OCTOBER 2020 – MAY 2023**

- Provided excellent customer service while managing multiple vehicle service requests simultaneously
- Diagnosed and resolved vehicle maintenance issues, demonstrating strong problem-solving abilities
- Maintained detailed service documentation and communicated technical information clearly to customers
- Prioritized tasks effectively to meet service deadlines while ensuring quality standards
- Worked collaboratively with service team to ensure efficient workflow and customer satisfaction

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## **REFERENCES**

**AVAILABLE UPON REQUEST**