ROGINO APACIBLE

Email: email@gmail.com
Phone: (647) 123-4567
Address: Address, On

Work Experience

Current: Part-Time Contract (2022), Current Term
Employer: Sheridan College
Role: Teaching and student assistant, Hardware Troubleshooting Course (In-class), Working with ███████████████████████
Location: Sheridan Davis Campus, Brampton
Experiences:
- Maintaining and organizing computers and hardware devices in the lab
- Collaborate on preparing lab work for students
- Supervising students during their lab works
- Assisting and teaching students when they have issues and questions
- Providing documentation on prepared labs to be done
- Managing group of students on their assigned task
- Remote operating Windows and mac
- Remote troubleshoot windows and mac

Employment Agencies: ██████████████████████ (2015-2017)
Location: ████████████████
Role: ██████████████
Skills:
- Teamwork
- Problem-solving
- Organization
- Literacy
- Dexterity
- Speed and accuracy

Food Service: Tim Hortons (2017-2018)
Location: ████████████

Role:
- Team member
- Cashier
- Baker
- Drive Thru
- Supply stocker
- Supplies Receiver

Experience:
- Documented all customer inquiries and comments thoroughly and quickly.
- Managed outstanding customer service no matter what situation.
- Processed cash and credit payments rapidly and accurately
- Responded to all customer inquiries thoroughly and professionally.

- Accurately logged all daily shipping and receiving orders.
- Collected and baked items in a timely and presentable behavior.

EDUCATION

Background from Philippines

Completed 2 year in B.S Information and Technology (2010 – 2012)
Completed 3 year in B.S Computer Science (2012 – 2015)

Continuing Education in Canada

High School:
- City Adult Learning Center, Sep 2015 – Mar 2017 (Continuing Education)

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- Thomas Merton Centre for Continuing Education (Oakville), Sep 2018 – Mar 2019 (**OSSD**)

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College:

████████████████████████

Sheridan Davis Campus, Sept. 2019 – Apr 2020

- **Computer Systems Technician – Information Technology Infrastructure and Services (2-year Program, Remote Hybrid)**
  Sheridan Davis Campus, Sept. 2020 – Present

Relevant College Experiences

Operating systems
- Describe industry current operating system components.
- Identify, download, and apply various shareware utilities and diagnostic software to analyze productivity performance.
- Research and troubleshoot using support documents and user groups.
- Create troubleshooting support documentations.

Hardware troubleshooting and maintenance
- Disassemble a computer into its component parts and then reassemble it into its original working condition.
- Modify computer systems with expansion cards and internal drive components.
- Identify preventative hardware maintenance procedures.
- Use tools and equipment safely in all hardware related activities while keeping detailed and accurate notes.
- Construct and test network cabling.
- Manipulate the file structures used by different operating systems.
- Solve hardware related problems systematically using defined procedures and specialized software.

Windows Administration
- Describe the architecture of the Windows Server operating system to correlate this conceptual framework to the practical implementation.
- Create a Windows Server Infrastructure with pre-planning and implementation techniques.
- Install Active Directory Domain Services with resources such as servers, computers, storage, printing, and other services.
- Construct secure and centrally managed domain user accounts, groups, and computers.
- Configure Group Policy Objects to set security permissions for users and computer objects in the domain.
- Describe networking services (TCP/IP) in a Client/Server model to correlate it to the operation of an Active Directory domain.
- Deploy the fundamental network services DHCP and DNS using Windows Server Roles.
- Describe the Hyper-V role as an introduction to the field of virtualization.

Interest

- Currently Working on A+ Certification
- Science topics and documentaries
- Documentary series in Netflix
- YouTube podcast, Music
- VR, PC gaming, casual gamer
- Meditation
- Watching funny videos
- Surfing the internet
- computer topics and tutorials
- G license driver