



# ROLLY LOBO JR.

Seeking an opportunity for any I.T field, I have a Bachelor of Science Degree, with two years and half of experience. Competence with existing procedure's by solving standard problems. Keen interest in IT, willingness to learn and keeping up to date with the latest technologies.

## CONTACT

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## EDUCATION

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Bachelor of Science Degree, Information Technology. From the University of Mindanao, Davao City. Philippines. 10|2010-6|2018

## TRAINING AND CERTIFICATIONS

**On The Job Training (KING MULTI PURPOSE COOPERATIVE - I.T Department):** April 2017- July2017 OJT – Main Office (Davao city, Philippines)

**NC II Computer System Servicing Certificate.** Technical Education and Skill Development (TESDA)

**Microsoft Technology Associate, Networking Fundamentals**

**Certificate (MTA).** Microsoft

**HP Products Certificates.**

**Canon certificate**

**On Going: CCNA Cisco Router and Switch Training**

## WORK EXPERIENCE

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***Awesome O.S: I.T Support  
Davao City, Philippines. 03\2020\20 -  
03\2020\08***

### Responsibilities:

- \*Installing and configuring computer hardware operating system and applications,
- \*Monitoring and maintaining computer systems and networks,
- \*Interfacing to staff and clients through a series of actions, either in person, over the phone, or via internet \*online to help setup system or resolve issues;
- \*Troubleshooting system and network problem and diagnosing and solving hardware and software faults,
- \*Providing support, including procedural documentation and relevant reports;
- \*Following diagrams and written instruction to repair a fault and set up a system,
- \*Supporting the roll-out of new applications,
- \*Setting up a new users' accounts and profile and dealing with password issues;
- \*Responding within agreed time limits to call-outs;
- \*Set up computer equipment especially during in trainings, meetings, and in newly established account.
- \*That may perform other task that will be assigned from time to time.

***Action labs, IT Services Phil's. Corp: Technical  
Support Engineer  
Davao City, Philippines. 11\2018\12 - 12\2019\26***

### Responsibilities:

Computers & Printers Services and Repair: Diagnosing Laptops, Printers any software and hardware problems for a warranty and not warranty product. Such as hardware Upgrades, firmware Updates, for end users and corporate customers,  
Troubleshoot system failure or bugs and provide solution to restore functionality  
Keep records of repairs and fixes for future references  
Experience also in onsite support and Preventive Maintenance on any deferent store like Jollibee, Krispy Kreme, red ribbon, HP products and etc.  
Able to support Network Troubleshooting onsite.

***Net Express/SQL: Computer Technical support |  
Davao City, Philippines. 9|2017-10|2018***

**Responsibilities:**

Technical 1: Troubleshooting unit if encountering a problem, setting up hardware and installing and configure software drivers, Maintaining and repairing peripheral devices, perform regular updates to ensure system updated.

Technical 2: enable to train a new hire technician, offer timely technical support and teach user how to utilize computer correctly

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**SKILLS**

- Computer Troubleshooting,
  - Software Installation, O.S. Antivirus, Office Applications.
  - Programming (Visual Studio. Net), Network lay outing and cabling.
  - Basic knowledge in database software (XAMPP, NAVICAT)
  - Set-up Work Station
  - Printer troubleshooting and repair, (HP, Canon,etc)
  - Basic knowledge in web development (html5,Css,Javascript)
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References: Ronald Layog

Awesome O.S I.T Support Officer

Je anne-Manoos

Actionlabs I.T services Phil.Corp