




Serge Henry Legaspi

IT Support Specialist

CONTACT

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 Philippines, Cavitr, Block 7 Lot 9 Phase II Imperial Homes, Tartaria, Silang, Cavite


EDUCATION


2015 - 2020


Undergraduate


Cavite State University, Philippines-
, Indang, Cavite


AWARDS

 Best Leadership Award (JPCS Design Thinking IT seminar)

 Best Comprehensive Awards (JPCS Design Thinking IT seminar)

 Best in Critical Thinking Awards (Python Seminar)

 Java Achievement Awards (Completion on Jave Object Oriented Programming)

 Best in Thesis

PROFESSIONAL SUMMARY

I am an IT Support Specialist with 2+ years of experience in troubleshooting and resolving technical issues. I have worked in a wide range of businesses, ranging from small business to corporate level. My expertise lies in providing technical support, software/hardware installation, and network maintenance. My strongest qualities are problem-solving and customer service. I have a proven track record of quickly diagnosing and resolving complex technical problems, often using creative solutions. In addition, I am highly organized and detail-oriented, allowing me to ensure that all projects are completed on time and with the highest quality standards. Furthermore, I have excellent communication skills

EXPERIENCE

IT Support Specialist

2022 - Now

Fusion BPO, Philippines, Silang, Cavite

As an IT Support Specialist, I provided technical assistance and troubleshooting for hardware, software, and network issues. I also maintained and monitored systems to ensure smooth operation and implemented new technologies to improve efficiency. My experience in this role has enhanced my problem-solving skills and ability to work effectively in a fast-paced environment.

Computer Programmer

2019 - 2024

Freelancer, Philippines, Silang cavite

As a Computer Programmer at Freelancer in the Philippines from 2019-02 to 2024-06, I was responsible for developing and maintaining software programs, websites, and applications for clients. My role involved collaborating with designers and project managers to ensure efficient and effective solutions for clients' needs. I also continuously researched and implemented new technologies to improve our services.

- Developed and maintained various software programs, websites, and applications
- Collaborated with designers and project managers for efficient solutions
- Utilized new technologies to enhance services
- Conducted thorough testing and debugging of programs
- Created detailed documentation for projects

SKILLS

Troubleshooting



Networking





PERSONAL INFO

- Date of birth: 7 April 1999
- Place of birth: Binan Macablang Laguna
- Nationality: Filipino

Help Desk Support



Technical Support



Customer Service



Windows OS



Software Installation



Computer Hardware



System Administration



Network Security



Virtualization

