



KURT ANGELO C. AGUALADA
Tigaon, Camarines Sur
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Email: angelo.agualada@gmail.com

Personal Identification

AGE	: 31 years old
BIRTHDATE	: March 29, 1991
GENDER	: Male
CIVIL STATUS	: Single
CITIZENSHIP	: Filipino

Skills

- Interpersonal communication
- Organization
- Problem solving
- Team work
- Research
- Data analysis
- Data cleaning
- Data visualization
- Data-driven decision making
- Effective presentation
- Adaptability
- Critical thinking
- Customer service
- Microsoft office applications
- Google docs, sheets, slides and drive.
- Time management
- Data entry
- E-mail management
- MySQL
- Tableau
- Active Directory
- HTML5, CSS3, Bootstrap5, Javascript, Reactjs, PHP, Nodejs, ExpressJS, Material UI, Mongodb

Educational Background

COLLEGE	Partido State University BS in Information Technology Goa, Camarines Sur (2009-2013)
HIGH SCHOOL	Sta.Clara College Now (Siena College of Tigaon) Tigaon, Camarines Sur (2003-2008)
ELEMENTARY	San Rafael Elementary School Tigaon, Camarines Sur (1997-2003)

Work Experience

Technical Support Representative

Sutherland Global Services
(July 1, 2013-March 2, 2017)
Cadlan, Pili, Camarines Sur

- Resolve clients and vendors technical issues sent through e-mails, chats, web ticketing system and phone calls.
 - Create, modify and delete network accounts using active directory.
 - Unlock, reset, provide access to network drives and security groups using active directory
 - Remote access user's session to troubleshoot and resolve technical issues using GTA, skype/lync or desktop director.
 - Clear disconnected sessions using desktop director and citrix app.
 - Perform level 1 troubleshooting on internet connectivity, network connectivity (LAN and wifi), softwares like MS office, VPN, web browser issues, and internal applications.
 - Provide passcodes using the RSA Securid.
 - Send weekly reports of network accounts to clients.
 - Troubleshoot and resolve issues on fax machine, audio equipment, desk phone, iPhone, phone line and fire alarm line.
 - Coordinate to level 2 IT teams and other departments for issues that are out of scopes or in need of further support.
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Certification

- **React Basics -Meta**
(December 2022)
- **Programming with JavaScript -Meta**
(November 2022)
- **Kodego Bootcamp**
(September 28,2022-Present)
- **Google Data Analytics Certificate**
(August 2022-September 2022)

- **Google Analytics Individual Qualification**
(September 2022)
 - **Work Smarter with Microsoft Excel**
(September 2022)
 - **Facebook Marketing and Advertising Course**
Simplilearn (February 2022)
 - **TESDA Computer System Servicing NC II**
(March 16,2020)
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Award

BEST IT PROJECT

(under e-learning/game development
and multimedia category)

UC#: An Electronic Learning tool in C# language

Contest/Seminar

PARTICIPANT

APC Programming Contest
Ateneo de Naga University
Naga City
March 2012

PARTICIPANT

Seminar on New Trends & Issues in the
Practice of Information Technology
PSU Auditorium
Feb. 26, 2010

CHARACTER REFERENCES

Jo Odessa Chavez
Senior Team Manager
Contact no: 09772044083

Donna Ricafranca
Team Manager
09771209728

Gabriel Centenera
Teacher
Contact no.09121093777

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

KURT ANGELO C. AGUALADA