

FERWIN GAL

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## OBJECTIVES

IT Support Assistant with 2 years of experience in troubleshooting, technical support, and customer service. Currently expanding skills in web development with experience in front-end and back-end technologies. Seeking a role where I can apply my problem-solving abilities, technical knowledge, and growing experience in modern web technologies to contribute to a dynamic team.

## WORK EXPERIENCE

LSERV Corporation/MIAA - Pasay

*December 2018 to January 2021*

Provided technical assistance and services in person, via phone, or through remote access, addressing various IT-related issues.

Installed, configured, deployed, and maintained computing equipment, peripherals, and software for end- users, ensuring optimal functionality.

Deployed newly delivered equipment to requestors, ensuring proper setup and functionality.

Conducted orientations for end-users on the proper use, care, and accountability of assigned IT equipment. Maintained and updated software applications to ensure optimal performance and security.

Installed, set up, and monitored network (LAN/WAN) configurations, diagnosing and troubleshooting network issues as needed.

Developed a web application for localhost with basic CRUD (Create, Read, Update, Delete) functions using PHP, MySQL, AJAX, and JavaScript.

Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook).

## TECHNICAL SKILLS

Web development: HTML5, CSS3, JavaScript, PHP, MySQL, AJAX, jQuery, Bootstrap, Tailwind, MySQL

Frontend: ReactJS

Backend: NodeJS, ExpressJS

Version Control: Git, GitHub

Productivity Tools: Microsoft Office 365 (Word, Excel, PowerPoint, Outlook)

## OTHER SKILLS

Strong verbal and written communication

Active listening & customer-focused problem-solving

Patience and professionalism in high-pressure situations

Technical support for hardware/software, networking, and system tools

Fast learner; easily adapts to new tools like CRM systems and ticketing platforms

## EDUCATION

Bachelor of Science in Information Technology

*2014-2018*

## PROJECTS

Personal Website: <https://yafer.netlify.app>

My Projects: <https://github.com/yaferdln>

## CHARACTER REFERENCE

Available upon request.

