

FERWIN GAL

12B Banal Street, Brgy. Pagibig Sa Nayon

Quezon City, Philippines

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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://yaferdev.vercel.app>

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

CHARACTER REFERENCE

Available upon request.

