JOSHUA LEVI BERBEGAL

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WORK EXPERIENCE

IT Technical Assistant   **June 2020 – Present**

University of San Agustin   *Iloilo City, Philippines, 5000*

- Performs job functions consistent with the institution's vision and mission statements, core values, Augustinian educational apostolate, and unit quality objectives.
- Performs computer data encoding: physical computer layout, computer troubleshooting, and maintenance.
- Maintains Level 1 Support for ICT, EdTech, and e-Learning services, ensuring proper operation of computers for flexible learning and labs under unit supervision.
- Write a report on any malfunction and/or damage of computer units for repair and/or replacement procedures.
- Communicate and implement the rules and regulations of using the Computing Laboratory to the students and teachers.
- Provides IT support for Office Email concerns and queries.
- Assist in setting up and configuring computer systems, software installations, and network connectivity.
- Installation, Configuration, and Troubleshooting, including industry-specific applications.
- Addressed and resolved Google Workspace for Education user inquiries and issues.
- Provide optimal support to end-users by promptly and effectively resolving hardware, software, and network issues.
- Collaborate with cross-functional teams to ensure seamless integration and support of software applications.
- Utilize strong communication skills to deliver clear and concise technical instructions to non-technical users.

Operations System Support Staff   **November 2019 – April 2020**

University of San Agustin   *Iloilo City, Philippines, 5000*

- Daily system monitoring and maintenance: responsible for monitoring, verifying, reviewing, and maintaining computer systems in the Administrative and General Services Office on a daily basis.
- Customer support and issue resolution: Interacted with clients and staff through face-to-face or phone communication, taking appropriate actions to provide assistance and resolve issues. Promptly responded to support tickets and inquiries, ensuring timely resolution and customer satisfaction. Additionally, maintain accurate records of support activities and resolutions.

INTERNSHIP

On-the-Job Trainee (OJT)   **November 2018 – March 2019**

University of San Agustin   *Iloilo City, Philippines, 5000*

- IT Support and Maintenance: Conducted daily maintenance and monitoring of personnel and faculty RFID systems. Provided Level 1 technical support to end-users, troubleshooting hardware and software issues, and resolving technical problems.
- Inventory Management and Data Encoding: Managed inventory of computer equipment and peripherals. Performed computer data encoding and physical computer layout tasks.

EDUCATION

Bachelor of Science in Information Technology   **April 2019**

University of San Agustin   *Iloilo City, Philippines, 5000*

TECHNICAL SKILLS

Computer: MS Office, Google Workspace for Education, Networking, Hardware and Software, Windows OS, Mac OS, Virtual Machine, Windows Server, VMware, HTML, CSS, JS, Python, Adobe PS

PERSONAL SKILLS

Problem-solving, Teamwork, Adaptability, Communication, Time Management, Willing to learn new things.