

Joshua Levi Berbegal

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EDUCATION

Bachelor of Science in Information Technology

April 2019

University of San Agustin

General Luna Street, Iloilo City 5000

WORK EXPERIENCE

University of San Agustin

General Luna Street, Iloilo City 5000

On-the-Job Trainee (OJT)

November 2018 – March 2019

- 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.

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Operations System Support Staff

November 2019 – April 2020

- 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.

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IT Technical Assistant

June 2020 – Present

- Performs job functions consistent with the Institution's vision and mission statements, core values, and Augustinian educational apostolate, unit quality objectives; and ensures that subordinate employees perform their functions in like manner.
- Performs computer data encoding: physical computer layout, computer troubleshooting, and maintenance.
- Checks and maintains Level 1 Support for ICT, Educational Technology and e-Learning services for the proper operation of the computer units used for flexible learning and computing laboratories that are under the supervision/support of the CISS.
- Write a report on any malfunction and/or damage of computer units for repair and/or replacement procedures.
- Communicates and implements 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 the setup and configuration of computer systems, software installations, and network connectivity.
- Provide optimal support to end-users by promptly and effectively resolving hardware and software 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.

SKILLS

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