

JOSHUA LEVI BERBEGAL

IT Technical Assistant | Technical Support | System Administration

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PROFESSIONAL SUMMARY

Proactive IT Technical Assistant with 3+ years of experience in technical support, system administration, and project implementation. Skilled in user and helpdesk support, software deployment, network connectivity, and security compliance across departments. Experienced in system deployment and administration, collaborating with developers to manage documentation, timelines, and project implementations. Proficient in manual QA testing and UAT, ensuring seamless system integration and optimized performance. Passionate about leveraging technology to streamline workflows and enhance operational efficiency.

WORK EXPERIENCE

IT Technical Assistant

June 2020 – Present

University of San Agustin

Iloilo City, Philippines, 5000

- Provide Level 1 and Level 2 IT support to 400+ users, resolving hardware, software, and network-related issues to ensure uninterrupted operations.
- Manage and troubleshoot Google Workspace for Education for 1,000+ accounts, including account provisioning, security configurations, and app integrations.
- Deploy and administer systems including Network Attached Storage (NAS), Administration Modules, and Visitor/Security Systems to enhance operational efficiency and data security.
- Conduct software testing, manual QA, and UAT to validate new applications and ensure smooth system integration across departments.
- Collaborate with developers and cross-functional teams to coordinate deployments, manage documentation, and oversee project implementation timelines.
- Configure, install, and maintain hardware, software, and network infrastructure while ensuring compliance with security standards and institutional policies.
- Deliver technical support and training for users, creating clear troubleshooting guides and system documentation.
- Assist in procurement and sourcing of IT products, ensuring cost-effective and compatible solutions.

Operations System Support Staff

November 2019 – April 2020

University of San Agustin

Iloilo City, Philippines, 5000

- Monitored and maintained computer systems for the Administrative and General Services Office, ensuring smooth daily operations.
- Handled client and staff inquiries via phone and in-person, delivering prompt resolutions to IT-related issues.
- Maintained accurate support logs and performed basic troubleshooting to minimize technical disruptions.

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, Team Collaboration, Adaptability, Time Management, Communication, Continuous Learning

REFERENCES

Marvin Jhay Adorable

Edtech Assistant

Edtech - University of San Agustin

09155335443

Fray Stephen Ong Tan, OSA, MMedA

Director

NCBO - University of San Agustin

09214839364