**Carlos**

**Information Technology Technician**

Nationality: Filipino

D.O.B.: 21-Oct-1981

**Objective**  
 To seek a position where I can use my technical skills and analytical abilities as well as innovative ideas for the benefit of the company.

**Professional strengths:**  
Proficient in LAN, WAN, and network installation, monitor, and programming.

* Able to repair, install, upgrade, and maintain desktop and notebook computers as well as printers and scanners.
* Extensive knowledge of technology terms and developments.
* Exceptional customer service skills, account management, follow up, and sales.
* Ability to instruct users with computer and presentation skills.
* Ability to write engaging technical documents to assist users in software usage.
* Have a thorough knowledge of networking and operating systems, hardware and common software.
* Have a good communication and customer service skills.
* Have an excellent analytical skill.
* Patient and have a methodical approach to work
* Able to work on deadlines.
* Able to keep up to date with developments in IT
* Aware of safety issues associated with electrical equipment.
* Undertook repairs of network systems and ports.
* Repaired computers, laptops, desktops and printers.
* Developed and modified old computers by assembling products and parts of computers.
* Set up computer networks and maintained its working.
* Supervised computers and programs of different organizations to ensure their efficient running.
* Developing hardware and software programs for new modern working tools in computers.

**Computer Skills:** Many, which include but not limited to:  
Windows Operating Systems   
Hardware   
Structured Cabling  
Printer support experience   
Excellent time management skills   
Microsoft Office   
Networking/Wireless  
IT Security  
TCP/IP protocol knowledge   
Many Levels of Malware/Virus removal  
Software   
File Recovery/Erase   
Basic Electronics  
Cisco Router Knowledge   
Windows Server Knowledge   
Basic CCTV Knowledge

Photoshop

**Professional Experience:**

**Far Eastern Private School**

**Al Shaba Sharjah UAE**

**2013 - 2016**

IT Technician / Classroom Computer Teacher

* Repaired computers, laptops, desktops and printers.
* Installed of Microsoft office
* Installed Anti virus
* Excellent in using Microsoft word, Excel and Power point
* Upgrading existing hardware and software
* Maintenance of servers and IT security systems
* Maintenance of email systems for internal and external networks
* Teaches Primary level, Computer subject

**City Hospital, Laguna Philippines**  
**2009-2013**  
Information Technology, System Administrator

* Handled the tasks of receiving and processing information in an accurate and efficient manner
* Handled the tasks of conducting database research and report generation
* Responsible for identifying and solving routine problems
* Handled other tasks as assigned
* Computer and Network troubleshooting
* Installation and support of new systems
* Upgrading existing hardware and software
* Devising and operating maintenance procedures for clients
* Routine testing, fault diagnosis and correction
* Maintenance of servers and IT security systems
* Maintenance of email systems for internal and external networks
* Maintenance of peripherals such as printers, scanners and video conferencing equipment
* Preparing estimates for new installations
* Repaired computers, laptops, desktops and printers.
* Installed of Microsoft office
* Installed Anti virus
* Excellent in using Microsoft word, Excel and Power point

**Government of Laguna, Philippines**  
2007-2009  
Data Encoder, Information Technology

* Responsible for setting up document control files for the supplies
* Handled the tasks of conducting database research and report generation
* Performed routine administrative tasks as required
* Assisted in preparing data book if required

**Harley’s Home Hardware, Philippines**

2007

Sales Representative

* Reaching the monthly sales
* Effective communication skills
* Handling items with care
* Inventory of items

**CARD, Incorporation, Philippines**

Accounts Officer

2005 – 2006

* Handled all the creditor
* Performed a credit investigation
* Balance all the accounts

**Coca Cola, Sta. Rosa, Philippines**

Quality Control

2004

* Inspects that all the products is in good packaging
* Handled the cleanliness of the operation
* Performed an inventory of the products

# Training and Seminars Attended

* Hospital Operation Management Information System Module I
* Hospital Operation Management Information System Module II
* Surveillance in Post Extreme Emergencies and Disaster
* Nosocomial Infection and its Legal Implications
* Hospital Waste Management
* Computer Technician (53 hours training)
* National Certificate II (TESDA) Computer Hardware Servicing
* Basic Life Support

# EDUCATION

**College of St. Bernard of Clairvaux**, Laguna, Philippines

Graduate in Computer Science, March 2000

# LANGUAGES

**Tagalog –** Mother tongue

**English –** Excellent reading, writing and speaking

# SPECIALIZED SKILLS

* Encoding
* Computer Troubleshooting
* Driving
* Sales
* Computer Networking
* Punctual. Adaptable and flexible. Posse’s effective verbal and written communication skills. Good judgment, decision making and problem solving skills, resourceful.

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