DENNIS

Email: [dennis.369568@2freemail.com](mailto:dennis.369568@2freemail.com)

**Objective**

To be a part of a reputable organization where I can contribute my knowledge and skills to attain company’s aim for success and can offer me opportunities for career growth and self-advancement.

**Skills**

Intermediate Troubleshooting/Repair and Installation in network cabling,

Computer Hardware and Software.

Basic OS Windows 7, 8 and 10 Installation.

Basic configuration for MS Outlook client computer, o365, CCTV Installation and Microsoft Exchange.

Basic in Photoshop and Vegas Pro.

Expertise in MS Office tools like: MS Word, Excel and Powerpoint Presentation.

Customer service Experience

Detail oriented person that has a good time management especially on heavy working load.

Hard working, independent, dedicated and competent.

Uses initiative, works with minimum supervision and

Takes appropriate responsibility.

Performs other duties that may be assigned from time to time.

**Work Experience**

**Inquirinity Corporation/Data Connect Technologies**

**IT SUPPORT TECHNICIAN**

**11.2016 – 04.2017**

Do call or email to those user/company who was an issue;

Do support technical issues Computer(Windows OS or MAC OS), Microsoft Windows Server, Email Server, VSphere, VOIP, Printers, Fortinet and Networks ;

Support via Remote (Teamviewer, Fixme, Anydesk, Logmein);

Crate documentation for every support we’ve Done;

Enter Service report on every support on the database/system;

Send Service report to our client to give them efficient reports;

Do contact support on other provider if the issue is not on our end;

Ensures proper safekeeping, updating and easy retrieval of office records as well as strict observance of confidentiality of such in accordance with established office procedures;

Makes monthly Service report of all support that we’ve done preferring PH Operation;

Ensures timely preparation and submission of reports.

**Lakbay International Communication & I.T. Solutions Inc.**

**Head IT/Help Desk Support**

**08.2015 – 09.2016**

Do network cabling, CCTV Installation, VOIP Installation support technical issues VOIP, IP Cameras and Networks;

Support via Remote (Teamviewer, Anydesk) or on-site if needed;

Crate documentation for every support we’ve Done;

Enter Service report on every support on the database/system;

Create Brochure and Ads with Adobe Photoshop CS6;

Prepare Slides and video presentation on every solution’s we offer through Vegas Pro and Microsoft Powerpoint Presentation;

Send Service report to our client to give them reports;

Do contact support on other provider if the issue is not;

Prepare documents for Bidding Government or Private;

Do offer our solutions to every people or company client private or government;

Do System Analysis and Design on every company we present to give best solutions to offer;

Do quotation for every bid we join;

Do travel (Within the Philippines) to present our solutions for every prospect’s we may had;

Do look for product and canvass on every bidding’s requirement through online or other ISP;

Performs other related duties that may assigned from time to time.

**Education**

**University of Mindanao – Bachelor of Science in Information Technology**

July, 2010 – October, 2014

**Certification**

**National Certificate II – Computer Hardware Servicing**

March 12, 2014

**Personal Information**

Age : 23

Date of Birth : January 14, 1994

Height : 5’5

Weight : 55Kg

Citizenship : Filipino

Status : Single

Visa Status : Visit Visa