|  |
| --- |
| **Fernan****Fernan.371360@2freemail.com** |



|  |  |
| --- | --- |
|

|  |
| --- |
| **CAREER OBJECTIVES** |

Seeking career employment in a centralized corporation commensurate with my skills, experience and education. In order to enhance my professionalism and capabilities within the service industry. |

|  |
| --- |
| **IT SUPPORT ENGINEER / IT SPECIALIST / IT TECHNICIAN / NETWORK ENGINEER** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|

|  |
| --- |
| **EDUCATION** |

**Bachelor of Science in Computer Engineering****(2008 – 2013)**Asian College of TechnologyCebu City, Philippines**Computer System Technician** **(2005 – 2008)**Southern Leyte State University Sogod Southern Leyte, Philippines

|  |
| --- |
| **CERTIFICATIONS & TRAININGS ATTENDED** |

* **TESDA** – NCII in Computer Hardware Servicing
* **CCNA** – LAN Switching and Wireless
* **CCNA** – Accessing the WAN
* **Premises Cabling Technician** –

Structured Cabling Copper and Fiber Optics

|  |
| --- |
| **SKILLS** |

* Excellent technical knowledge of PC’s and desktop hardware.
* Excellent listening and questioning skills, combined with the ability to interact confidently with the clients to establish what the problem is and explain the solution.
* Problem solving skills.
* Software and Hardware Troubleshooting.
* Windows XP, Windows 7, Windows 2000/2003/2008 experience.
* Ability to operate tools, components and peripheral accessories.
* Microsoft Office 2007, Office 2010 support.

|  |
| --- |
| **PERSONAL DATAILS** |

Nationality: FilipinoSex: MaleHeight: 5’5Date of Birth: September 16, 1989Age: 27 Years OldCivil Status: SingleLanguage: English,TagalogVisa Status: Residence Visa**REFERENCE:** Available upon request |

|  |
| --- |
| **WORK EXPERIENCES** |

**IT Support Engineer/ IT Specialist** **International Patience Care(IPC)** **Abu Dhabi, UAE****January 2015 – Present**  **Responsibilities:*** Install, upgrade, support and troubleshoot XP, Windows 7, Microsoft Office 2007, printers and restoring to service any terminal service client, personal computers (PC) or notebooks
* Experience in structured cabling.
* PC assembly and troubleshooting, PC OS and software installation, hardware installation, problem isolation.
* Equipped w/ good knowledge in Cisco Network System (routers, switches, basic network configuration)
* Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues.
* Knowledge in Linkys Router.
* Strong analytical and trouble shooting skills WAN, LAN, WLAN.
* Type documents, reports and correspondence
* Retrieve information when requested
* Maintain MS Active Directory, DNS, DHCP and TCP/IP
* Knowledge on Backup systems & NAS devices

**IT Specialist/Desktop Support****LGU Local Government Unit, Southern Leyte, Philippines****July 2013 – August 2014** **Responsibilities:*** Administer and support PC & Network Hardware and Software.
* Install, configure and upgrade PC hardware and Software components.
* Assist department with projects as needed.
* Conducting electrical safety checks on computer equipment.
* Installation and maintenance of Windows Server 2003 & 2008
* Active Directory and Group Policy
* Knowledge in CCTV Installation
* Troubleshoot all PC/Network problems.

**Computer Technician****Geafah Internet Café, Cebu City Philippines****October 2010 – February 2012****Responsibilities:*** Prepare computers for installation
* Monitored and responded to hardware and software problems.
* Maintain logs for all computer activities
* Carry out regular computer maintenance duties
* Perform preventive maintenance duties
* Provided network troubleshooting and support

**Computer Technician/ Desktop Support****Realtek Service Company, Cebu City Philippines** **April 2008 - August 2010****Responsibilities:*** Monitored and responded to hardware and software problems.
* Installed and configured network hardware and software.
* Provided network troubleshooting and support.
* Provide technical support to businesses and individuals.
* Lay complex networks using wires, modems, routers and wireless devices.
* Trained end-users
 |