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| **Fernan**  [**Fernan.371360@2freemail.com**](mailto:Fernan.371360@2freemail.com) |



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

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| |  | | --- | | **EDUCATION** |   **Bachelor of Science in Computer Engineering**  **(2008 – 2013)**  Asian College of Technology  Cebu 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: Filipino  Sex: Male  Height: 5’5  Date of Birth: September 16, 1989  Age: 27 Years Old  Civil Status: Single  Language: English,Tagalog  Visa 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 |