**LEONARDO**

**Leonardo.372616@2freemail.com**

**IT SUPPORT SPECIALIST/ANALYST**

**OBJECTIVE:**

To grow and mature into a well-rounded individual by being a contribution to the productivity of an organization and to seek a challenging position, which permits me to use and enhance my skills in a progressive and dynamic organization.

**PROFILE:**

Highly trained and experienced IT Support professional with proven experience in troubleshooting and good interpersonal skills to assist customers with computer issues. Possesses a thorough knowledge of computer hardware and software applications. Has a diploma in Computer Technology and six years of experience working as a Computer and IT Support Technician.

**FUNCTIONAL SKILL AREAS:**

* Good analytical and troubleshooting skills with good ability to use Remote Access
* MS Windows OS, Windows Server 2003/2008, MS Outlook/Exchange.
* Basic SQL Server support
* PC Hardware, Printers, Laptops
* Networking Components
* Basic knowledge in Adobe Photoshop and AutoCAD
* Keeps abreast of changes in technology
* Excellent communication abilities
* Good understanding of installations and updates

**PROFESSIONAL EXPERIENCE:**

**IT Support Technician July 24, 2015 – August 31, 2017**

**E.A.S (**Equity, Analyst and Strategy**) Pasig City, Philippines**

**Group of Asia Inc. / Valens**

**KEY PERFORMANCE:**

* Monitoring and maintaining computer systems and networks
* Used remote access to perform troubleshooting when needed.
* Provide functional and technical support, troubleshooting and diagnosing hardware and software problems.
* Updating website content using WordPress and creating user accounts.
* Sending EDM’s (Email Direct Marketing) using Mailgun.
* LAN cabling, setup of network devices and workstation.
* Performed maintenance on copy machines, scanner, printers, etc.
* Repaired and upgraded old installed systems; configured new systems.

**IT Support Technician Nov. 16, 2005 – Feb. 11, 2011**

**Agency: Jobs Network Management Corp. Mandaluyong City, Philippines**

**Client: Winsource Solutions (Phils.) Inc.**

* Computer Repair and Maintenance
* LAN cabling, setup of network devices and workstation.
* Helping employee with regards to technical problems with their system unit.
* Installation of software applications and computer hardware.
* Updating website content using WordPress and creating user accounts.
* Monitoring and Inventory.

**Computer Technician February 2011 – Present**

**Home and Office service (Freelance)**

* My clients include residential homes, small business enterprise and various computer shop.
* Installation of various software applications, formatting, upgrading, assemble and disassemble, troubleshooting, repair and network setup.
* Canvassing and purchasing of computer products that are according to the budget of my customers.

**EDUCATION:**

**College Degree/Computer Technology Completion Date**: October 2002

Rizal Technological University

Mandaluyong City, Manila Philippines

**High School or Equivalent Completion Date:** April 1998

Mandaluyong High School

Mandaluyong City, Manila Philippines

**Training and Seminars:**

**MicroCadd Institute Inc. March 4, 2014 – March 24, 2014**

Course Title:

Prepare Computer – Aided Drawings

Leading to Technical Drafting NC II

(using AutoCAD 2014)

**PERSONAL INFORMATION:**

* Date of Birth: September 23, 1979
* Age: 37
* Nationality: Filipino
* Marital Status: Single
* Height: 5’5”
* Weight: 60kg.
* Visa Status: Visit Visa