**RAFAEL**

**QUALIFICATION**

Well Known in the field of Computer Technician & Network services, hardworking, patient, flexible, fast learner and accepts new ideas. Willing to accept challenges & responsibilities. Good communication and public relation skills. Dedicated to follow regulation, policies and procedures. Experience collaborating directly with customer and management. Ability to maintain a good working relationship with co-workers.

**WORKING EXPERIENCES:**

**Company** : The Kame Hachi Corporation

**Position**  : Computer Technician (I.T)

**Duration** : January 8, 2011- Decemeber 31, 2014

(With 3 years experience in Technical Support)

**Company**  : FORTUNE TUTORIAL ONLINE

**Position** : Computer Technician (I.T)

**Duration** : January 05, 2015-March 31, 2016

**SKILLS AND ABILITIES:**

• Highly skilled in installing, repairing and troubleshooting computer hardware and peripherals

• Well-versed in installing windows, software, applications, antivirus and patches

• Working knowledge of modern networking devices and printers

• Demonstrated ability to read and understand technical manuals and schematics

• Adept at repairing computer hardware including Windows-based PCs and Macintosh Apple platforms

• Proven ability to manage multiple troubleshooting tasks simultaneously while maintaining the quality of results

• Extensive experience in backup and image management software

• Microsoft Office Applications (Word and Excel)

• Able to configure VPN and server/client side hardware and software

• Proven record of managing time and priorities effectively

• Known for working efficiently without supervision

• Committed to learn and relate technical concepts promptly

• Knowledge of lotus notes troubleshooting and configuration

• Proficient in working with end-users remotely

• Demonstrated expertise in Microsoft Windows XP, Vista, 7 and 8

• Effective skills in supporting server-room team,Good organizational skills

Good customer service,Excellent analytical and problem solving skills

• Outstanding communication skills to relate with team members and support worker

**PERSONAL INFORMATION**

Date of Birth : December 15, 1988

Sex : Male

Status : Single

Nationality : Filipino

Language : English, Tagalog, Japanese

**EDUCATIONAL BACKGROUND**

Tertiary Level: Pangasinan School of Arts and Trades

 Lingayen, Pangasinan,Philippines(**Computer Hardware Servicing**)2009-2011

**CERTIFICATION:**

|  |  |
| --- | --- |
| The Kame Hachi Corporation  I.T Computer Technician | FORTUNE TUTORIALI.T Computer Technician |
| NATIONAL CERTIFICATE II TESDAFood and Beverage Services |

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