PROFILE

Highly motivated IT Support Specialist with a strong background in troubleshooting hardware, software, and network issues. Adept at providing technical assistance, improving system efficiency, and ensuring seamless IT operations. Seeking to leverage my expertise in system administration and customer support to enhance productivity and user satisfaction in a dynamic organization. Passionate and detail-oriented Web Developer with experience in designing, coding, and optimizing responsive websites. Proficient in front-end and back-end technologies, including HTML, CSS, JavaScript, PHP, and MySQL. Seeking to contribute my skills in web development and problem-solving to create high-quality, user-friendly web applications that drive business growth.

Daily Task

- Provide POS system monitoring and troubleshooting.
- Active Directory.
- Remoting POS branch configuration and troubleshooting.
- Storing POS serial number to our own internal system.
- Registering POS serial for BIR PTU
- Updating serial and permit number to our own internal system, "POS MONITORING SYSTEM" that I developed .
- Provide branch tech support if there is a newly open store.
- Network installation and POS Installation and configuration, such as, Pos Printer, Scanners, Drawers.
- Provide store technical support.
- System Maintenance.
- Creating system backups
- Network Troubleshooting
- Print Troubleshooting

CONTACT

PHONE:

EMAIL:

HOBBIES

Basketball
Volleyball
Online games

JOHN ▉▉▉▉▉▉

IT – Supervisor/Programmer

EDUCATION

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2015 – 2019
BS - Computer Science Graduated

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2011 – 2015
Graduated

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WORK EXPERIENCE

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[Sept 2020]– June 2025

Technical Support & Troubleshooting: Provide support for hardware, software, and network issues. System Maintenance: Regularly update and maintain computers, servers, and IT equipment. Network Management: Monitor and troubleshoot LAN, WAN, WiFi, and internet connectivity issues.
Data Backup & Security: Ensure data integrity, perform regular backups, and implement cybersecurity measures.
Software & Hardware Installation: Set up new systems, install software, and configure IT resources.
POS System Maintenance: Ensure the Point-of-Sale system is running smoothly with minimal downtime.
Troubleshooting & Support: Diagnose and resolve POS hardware/software issues.
Database Management: Manage POS databases, sync sales data, and ensure data accuracy.
Security & Backup: Implement security protocols and perform regular backups to prevent data loss.
Training & Support: Train staff on POS usage and assist in resolving operational issues.
Integration & Updates: Implement new features, update POS software, and integrate with other systems (e.g., accounting, inventory).
Reporting & Analytics: Generate reports on sales, inventory, and system performance for management.

▉▉▉▉▉▉▉▉ **[IT Specialist]**

[Jan 2020] – [Aug 2020]

Responsible for installing or upgrading components, setting up software, assisting with network administration, and resolving all IT support issues. as IT specialist I'm responsible for creating plans and carries out exciting, complex assignments and develops new methods and approaches in a wide variety of IT specialties.

▉▉▉▉▉ **[Stock Clerk]**

[Sept 2019]– [Dec 2019]

Receive and Create inventory for item's, release and assist customer if necessary.

Knowledge in programming

- Php
- Css
- C#
- Html
- VB. NET

Web system links

https://posgen.42web.io

https://167shopifytrasnmittal.42web.io/

https://167-web-online.42web.io/account-requisition-form/

Personal Information

Birthdate   : ███████████

Age   : ██

Address   : ███████████████

Religion   : ██████████

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- Html5
- Bootstrap
- Javascript
- Ajax
- Jquery
- Java
- ASP.Net
- MySQL
- SQL
- Wordpress

I hereby certify that the information above mentioned is true and correct according to the best of my knowledge

JOHN ███████████
APPLICANT