

JAYSON



To secure a position where I can efficiently contribute my skills and abilities for the growth of the organization and build my professional career.



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PERSONAL DATA

Birthdate : ██████████

Age : ██████████

Height : ██████

Weight : ██████

Sex : ██████

Civil Status : ██████

Nationality : ██████

EXPERIENCE

Retail Customer Service Engineer ██████████
Mandaluyong 2020-2021
• Manage, configure, and troubleshoot all SM supermarket, Savemore, Uniqlo , H&M , Watson's , Southstar Drug etc.
POS devices and other IT equipment's
• Configure, Dismantle and Repair POS printer
• Preventive Maintenance
• TCP/IP networking and hardware maintenance and repair
• Installing and operating windows desktop and server operating system

TECHNICAL SUPPORT ENGINEER Onsite – ██████████

Cubao Quezon City 09/2018-12/2020
• Coordinated with Level 1 technical support specialist to takeover calls outside their level of support.
• Manage, configure, and troubleshoot all Starbucks StoresPOS devices.
• Training new employees
• Configuration and testing of any new hardware and software.
• Responsible for networking, design, installation, termination, Cable Layout for New store of Starbucks.
Preventive Maintenance, Door lock Setup, TCP/IP Config

TECHNICAL SUPPORT - ██████████

Cubao Quezon City 03/2017-04/2018

• Installed operating systems, configured servers, and worked on the development and implementation of new processes.
• Repair and Troubleshoot Printer Issues
• Network Connection, Assigning IP Address on Specific Devices
• Digital Video Recorder Setup and Configuration
• Provide Remote Support or on-site regarding to POS, POS printers, Servers, and Transaction Issues
• Maintain network security by configuring firewall rules, malware detection and prevention.
• Analyzed network security and current infrastructure to assess areas in need of improvement and develop solutions.
• Preventive Maintenance on All IT Equipment's

EDUCATION

Bachelor of Science: Computer Engineering
2011-2016
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