John Henry P. Castillo

#103 Lower Engineer’s Hill

Baguio City

Contact No. 09364680232

E-mail: johnhenrycastillo009@gmail.com

**OBJECTIVE:**

 To get hold of a position that will benefit from academic preparation, job experience and driving work ethic

**PERSONAL INFORAMTION:**

Nickname: John Height: 5’7

Date of Birth: September 09, 1993 Age:25y/o

Place of Birth: Baguio City Premarital Status: Single

Religion: Christian Born Again
Nationality: Filipino

**QUALIFICATIONS:**

* Skilled in web programming and majored in Enterprise resource planning (ERP).
* Possesses good interpersonal and communication skills and manages multi-tasking effectively.
* Has zest for learning, high stress tolerance and willing to be trained.
* Proven team player, flexible, fast learner and alert.

**EDUCATIONAL ATTAINMENT:**

Tertiary University of Cordilleras

 Bachelor of Information Technology Major in ERP

 Baguio, City

 2010-2013

 Philippine computer science and technology

 Bachelor of Maritime Transportation

Calasiao, Pangasinan

 2014-2015(under graduate)

Secondary Saint Louis Pacdal

Baguio city

 2005-2010

PrimaryMabini Elementary School

 Baguio City

 1999-2005

**PROFESSIONAL EXPERIENCE:**

**Outsorce: 2014 January - current**

**SITEL**

**Account: REDBOX**

**January 15 2016 – June 04 2016**

**SITEL**

**Account: MyNetFone Tier 1**

**January 29, 2017 – March2018**

**MyNetFone Tier2 March 2018- June 2019**

**CAREER SUMMARY:**

An enthusiastic and knowledgeable young person who is able to provide front line support as part of any IT Service Operation. Flexible, resourceful and willing to take full ownership of user problems until they are fully resolved.Hungry to learn IT from the ground up, and is currently looking for a suitable position with an forward thinking company.

**IT SKILLS:**

* Providing first level technical support to customers.

Ability to convey technical solutions in a clear and concise manner.

Installing and configuring computer hardware systems and IT software.

Undertaking analysis, diagnosis and resolution of client problems via phone, e-mail & face to face contact.

* Quickly responding to customer enquiries and concerns.

Escalating unresolved problems to other support staff.

Taking ownership of problems and tracking them to a successful conclusion.

Raising & maintaining incident tickets and problem records.

 Analyzing call logs to spot trends and underlying issues.

Producing documentation and reports to a high standard.

Testing and evaluating new technology.

Setting up new users' accounts and profiles and dealing with password issues.

Monitoring IT network to ensure availability to all users.

**KNOWLEDGE OF:**

 IT maintenance

 Logging faults

 Hardware faults

 Replacing parts

Basic network support

 IT infrastructure

 Safety legislation

 Troubleshooting

 Web programming

**PERSONAL SKILLS**

Proactively working as a member of a team.

Active questioning & listening skills.

Maintaining individual performance targets.

Ability to work under pressure.

Excellent problem resolution skills.

 Good communicator at all levels.

 Work well as a member of a team & in isolation.

 Open to different ideas, working practices and cultures.

 Playing volleyball and biking as sports

 Dancing