



# JUAN NINO PEYRA

## IT SUPPORT SPECIALIST

### CONTACT

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-  Deca Homes Cararayan Naga City

### SKILLS

- Network Hardware and Software Maintenance
- Technical Support
- Hardware and Software Installation
- Network Troubleshooting
- Desktop support
- Helpdesk call support
- Complaint resolution
- Technical documents comprehension
- MYSQL Database Management
- Data Communication and Network Technology
- MS Office Application

### EDUCATION

BACHELORS DEGREE  
INFORMATION MANAGEMENT  
MARCH 2006

### REFERENCE

AVAILABLE UPON REQUEST

### SUMMARY

Detail-oriented IT professional with more than 10 years of experience as a software support specialist and systems/network technician. Skilled at operating in a wide range of platforms. Excellent written and oral communication skills, capable of explaining complex software issues in easy-to-understand terms

### EXPERIENCE

#### IT SUPPORT SPECIALIST - SITE LEAD LARES INC ( Land Registration Systems Inc.)

##### 2009 - Present

- Restructured old application processes to improve performance and integrity.
- Diagnosed and executed resolution for network and server issues.
- Configured hardware, devices and software to set up work stations for employees.
- Monitored systems in operation and input commands to troubleshoot areas.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Provided documentation on start-up, shut down and first-level troubleshooting of technical processes to support desk staff.

#### SYSTEMS ENGINEER

##### Jlmac Incorporated

##### 2006 - 2009

- Proposed technical feasibility solutions for new system designs and suggested options for performance improvement of technical components.
- Strategized technical support plans and designed budgets, timelines and scopes for over more than 10 successful projects.
- Checked in with employees about existing systems and preferences to optimize updates and achieve success.
- Configured new systems and protocols according to strict company guidelines and employee preferences.
- Coached telecommuting employees on best methods to handle network problems at locations.