



Khristian Bañez

IT Assistant

Astute IT Assistant with proven ability to analyze, diagnose and resolve computer user support issues. Trained in technical support and infrastructure management. Knowledgeable about supporting users with in-person and remote assistance. Quality-driven and self-motivated individual with a superior work ethic and diligent nature. Experienced in providing comprehensive technical support to users and resolving complex technical issues. Possesses knowledge of standard operating systems and networking protocols.

Contact

Phone

0921-340-8012

Email

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Address

#73 Sampaguita Street Sta.
Lucia Village 1, Viente Reales
Valenzuela City

Education

2018

Bachelor Of Science in Computer Science

STI College of Meycauayan

Expertise

- Technical Support
- Desktop Support
- Networking Background
- Software Installation
- Hardware Installation
- Technical Troubleshooting

Language

Tagalog

English

Experience

January 2019-Present

IT Assistant

Misuga Management Services, Inc. | 18th Floor Ramon Magsaysay Center
1680 Roxas Blvd., Malate Manila

- Responded to queries on phone, via email or through IT ticketing system.
- Reviewed system and network performance to make proactive adjustments based on established IT policies.
- Maintained current software licenses and patched applications to stay up-to-date with latest features
- Installed and configured software and hardware. Installed and configured operating systems and applications.
- Responded to customer inquiries and provided technical assistance over phone and in person
- Maintained servers and systems to keep networks fully operational during peak periods.
- Configured hardware, devices, and software to set up work stations for employees.
- Diagnosed and troubleshot hardware, software and network issues. Created user accounts and assigned permissions.