LACTUAN, ARIEL JOHN D.

CONTACT

☎ 09691303546

✉ arieljohnlactuan10@gmail.com

⚘ #329 ML Quezon St. P5 Lower Bicutan, Taguig City

PERSONAL INFO

Date of Birth:
12/10/1999 Age:
24Years Old

SKILLS

- Basic Knowledge Software and hardware analysis
- Ticketing Tools/ Remote tools
- Knowledge in Computer Troubleshooting, Diagnose and resolve technical hardware and software issues.
- Knowledge of Internet navigation and the fundamentals of networking.

CHARACTER REFERENCES

Jhasper F. Rico
Sutherland Taguig
Lead-Helpdesk Support
09493446955

Mike Faustino
Sutherland Taguig
Lead-Helpdesk Support
09267226622

OBJECTIVES

To be part of a competitive environment and seek new situations, pursue adaptability, and maximize my share of experience thus developing a phenomenally successful attitude on the edge and becoming globally in demand.

EDUCATION

Tertiary:
Bachelor of Science in Computer Science
Taguig City University (2018 - 2022)

Secondary:
• **Senior High School**
General Academic Strand

Monlimar Development Academy (2016 - 2018)

• **Junior High School**
Monlimar Development Academy (2012 – 2016)

Primary:
Upper Bicutan Elementary School (2012 – 2016)

WORK EXPERIENCE

2022 – Present (SUTHERLAND)

IT OPERATION ASSOCIATE

- Provide the required support to the management team ensuring seamless operation and support to the customers.
- Handle P1 or Critical Issues together with SMEs to ensure speedy resolution.
- Provide time critical support to system users within the business areas, ensuring maximum efficiency to achieve maximum customer satisfaction.
- Efficient in problem resolution and maximize the system availability.
- Knowledgeable to use the active directory, SCCM, Snow Ticketing, Remote, VPNs, and Microsoft 365
- Perform and resolve issues with HARDWARE and Software application.
- Investigate the most frequent system issues and focus on making solutions.
- Investigate, troubleshoot, and resolve daily issues related to workstations, peripherals, operating systems, and applications.
- Knowledgeable to configure the network on Data Center, Hard phone Avaya, Wyse, Igel, Computer system and laptop.