Leonil Gahuman Tabian

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Present Address:
3680, Saad Ibn Mu'adh, As Salam, Al-Kharj 16278, Al kharj, Saudi Arabia

Permanent Address:
129 San Pedro Street, Antipolo Del Sur, Virac 4800, Catanduanes, Philippines

Basic Information

Age	Birth Date	Gender	Civil Status
33	Nov 17, 1990	Male	Single
Height (cm)	**Weight (kg)**	**Nationality**	**Religion**
170	65	Filipino	Christianity - Catholic

Feb 2016 - PRESENT
(8 Years, 4 Weeks)

Technical Support

Al Moammar Information Systems Co.
Riyadh 13315, Kingdom of Saudi Arabia

(***Project: Prince Sattam Bin Abdullaziz University***)

Technical Support Responsibility

- Respond to customer inquiries through email, phone, and the service portal
- Triage and solve the assigned request according to the service desk's standard operating procedure

- Organize and maintain file systems to monitor and tract user complaints and problem
- Provide detailed reports on troubleshooting efforts, ensuring an organized and efficient approach
- Installing and configuring computer hardware, software, systems, printers and scanners
- Monitoring and maintaining computer systems
- Responding in a timely manner to service issues and requests
- Providing technical support across the company (this may be in person or over the phone)
- Repairing and replacing equipment as necessary
- Testing new technology

Jul 2011 - Jan 2016
(4 Years, 7 Months)

Printer Technician
Romeo V. Austria Trading
Davao City

- Installing software for new printers or updating existing software to ensure optimal performance
- Testing and calibrating printers to ensure performance standards are met
- Maintaining a stock of printer parts so that they can replace any malfunctioning components on the spot
- Performing maintenance on printers such as replacing ink cartridges or cleaning the print heads
- Troubleshooting printer problems such as paper jams or computer conflicts that may be causing printing errors
- Using diagnostic tools to determine the cause of printer malfunctions and repairing them as necessary
- Maintain customer satisfaction and achievement of company requirements
- Promptly repaired printers at costumer location.

Educational Attainment

June 2007 – March 2011

Surigao State College of Technology
Bachelor's / College Degree
Bachelor of Science in Information Technology