

John Nikko Aguilos

aguilosnikko@gmail.com

+65 83494373

Singapore

PROFESSIONAL SUMMARY

Results-oriented Senior IT Support professional with 14 years of extensive experience in troubleshooting and enhancing in-house IT support for dynamic companies. Proven track record of delivering strategic solutions to complex technical challenges, ensuring the seamless functionality of IT systems. Adept at leading and mentoring support teams to optimize user experiences and streamline IT operations. Possesses a robust background in implementing efficient and scalable support frameworks, contributing to increased productivity and minimized downtime. Eager to bring a wealth of technical expertise and leadership skills to contribute to the success of a forward-thinking organization.

WORK EXPERIENCE

Senior IT Executive

Nov 2018 - Present

Nascans Pte Ltd • Singapore, Singapore

- Supporting multiple school and office locations (80+) remotely and occasionally performing on-site troubleshooting and repairs. Experienced in traveling to various sites to conduct setups, upgrades, and maintenance tasks, ensuring seamless IT operations across diverse environments.
- Hands on support & monitoring Azure Active Directory, Office365, Cyber Security CrowdStrike, Symantec Anti-Virus, ZKTeco for Security system Biometrics, Sophos and Fortinet for Firewall, Dell and HP for Windows Server, Synology for Backup server, Cisco and Unifi for Router and Switches Access, Virtual Machine Point.
- Log and track issues, ensuring timely and accurate documentation of troubleshooting steps and solutions.
- Conduct training sessions to educate users on new technologies, applications, or system changes.
- Develop and enforce IT policies and procedures, Ensure compliance with industry standards and regulations.
- Ensure that operating systems and software applications are up to date with the latest patches and updates.

Senior IT Engineer

Jun 2013 - Nov 2018

Shoketsu SMC Corporation • Batangas City, Philippines

- Deliver day-to-day technical support to end users, ensuring the seamless operation of computers, network devices, and printers. Provide prompt resolution to hardware and software issues, troubleshoot technical problems, and maintain a reliable and efficient IT environment for users.
- Troubleshoot and resolve end user application issues, maintain and update technical support documentation.

- Handle escalated technical issues that require a higher level of expertise, Diagnose and resolve complex hardware, software, and network problems.
- Oversee the management and maintenance of IT infrastructure, Plan and implement upgrades or expansions as needed.
- Handle escalated technical issues that require a higher level of expertise, Diagnose and resolve complex hardware, software, and network problems.

EDUCATION

Bachelor of Science in Information Technology

Mar 2006 - Apr 2011

National College of Science and Technology • Dasmariñas City, Philippines

According to the International Qualifications Assessment Service (IQAS), I have a Canadian equivalent of a “bachelor’s degree “with a focus in information technology.

SKILLS

- In-depth knowledge of hardware and software.
- Up-to-date knowledge of IT and software trends.
- Strong customer service ethos.
- The ability to work well with people from all backgrounds.
- Strong communications skills.
- Excellent organizational skills.
- The ability to quickly establish good working relationships with clients.
- The ability to work to deadlines and under pressure.

PROFESSIONAL CREDENTIALS

- Cybersecurity Governance, Management & Operation.