

IT Ako pero Bobo

192.168.100.2, 255.255.255.0, 192.168.100.1

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PROFESSIONAL SUMMARY

IT Support Technician experienced in troubleshooting, endpoint support, and network administration. Skilled in DHCP, DNS, VLANs, PAT/NAT, ACLs, IP Routing, FTP, HTTP, SMTP/POP3, HSRP, STP, Telephony Services. Hands-on experience with Cisco Packet Tracer, Ubuntu WSL, FileZilla Server, osTicket, and AdGuard Home. Strong communication, problem-solving, and customer service skills.

PROFESSIONAL EXPERIENCE

Freelancer

Social Media and local communities

IT Technical Assistant

September 2023 - Present

- Implement a LAN and Troubleshoot the issues around the Topology from the Activities of IT Students using Cisco Packet Tracer with 100% correctness.
- Designed a ERD and Queries a sql commands base on the problems on the Schema from the Activities of IT Students using Mysql Workbench with 50 lines of codes per files.
- Help my Friends to setup their Routers and troubleshoot technical issues on their Router without issues.
- Implement a FTP to manage the files via LAN in the Barangay Hall ensuring 100% file communication.

EDUCATION

Isabela State University – Main Campus

San Fabian, Echague, Isabela

Bachelor of Science in Information Systems

Aug 2019 – Aug 2023

TECHNICAL SKILLS

- **Networking:** IP Addressing, Subnetting, VLANs, PAT/NAT, ACLs, DHCP, DNS, HTTP, SMTP/POP3, FTP, HSRP, STP, Telephony Services, IP Routing.
- **Scripting & Programming:** Bash basics, HTML, CSS, JS, PHP
- **User Support:** Basic configurations in Windows and Ubuntu LTS, printer setup, user management, Wi-Fi setup, backups and recovery.

SOFT SKILLS

- Communication Problem Solving, Time Management, Patience, Customer Service, Adaptability, Teamwork, Attention to Detail, Stress Management, Analytical Thinking

PROJECTS & LABS

- Designed and configured LAN topologies with subnetting, VLANs, DHCP, FTP, HTTP, SMTP/POP3, ACLs, PAT, and Telephony Services using Packet Tracer.
- Deployed FileZilla Server with user accounts and permissions for a small office network.
- Configured AdGuard Home DNS blocking schedules for home network traffic filtering.
- Setup osTicket by simulating technical issues by giving it by different levels.