

Japeth Villamor

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Profile

With 9 years of extensive IT support experience, spanning across diverse industries. During this time, I have developed a strong skill set in troubleshooting, resolving software and hardware issues, and delivering exceptional customer service. Possess proficiency in Windows operating system, networking principles, and hardware configurations. With a track record of achieving positive outcomes and maintaining high user satisfaction, I am well-equipped to handle complex technical challenges and provide efficient solutions.

Experience

IT SPECIALIST | CHINA HUAXIN POST AND TELECOM TECHNOLOGIES CO| MARCH 2021 – SEPTEMBER 2024

- Responded to 100+ user inquiries per month, troubleshooting hardware, software, and network issues, ensuring a resolution rate of 98% within a 24-hour period.
- Performed routine maintenance tasks such as system updates, patches, and software installations for over 300 devices, ensuring all systems remained up-to-date and secure.
- Maintained accurate records for 100+ technical support activities, including incident reports, resolutions, and user information, improving reporting accuracy by 30%.
- Created and managed 150+ Dingtalk accounts for employees, subcontractors, and vendors, streamlining communication within the organization.
- Supported day-to-day operations, contributing to the 100% uptime of the company's critical systems.

IT SUPPORT OFFICER | AEON CREDIT SERVICE PHILIPPINES INC.| AUGUST 2019 – MARCH 2021

- Installed and configured hardware and software systems, ensuring all setups met corporate standards.
- Set up accounts and workstations in MS Active Directory, maintaining group policies.
- Performing regular maintenance and addressing performance issues promptly.
- Built an internal WIKI with over 50 technical documentation articles, improving onboarding time for new staffs and reducing issue resolution times by 20%.
- Provided remote support to 30+ sales promoters, using AnyDesk, TeamViewer or RDP to resolve technical issues quickly and minimize downtime

TECHNICAL SUPPORT FIELD ENGINEER | ACCENT MICRO TECHNOLOGIES, INC. | FEBRUARY 2018 – AUGUST 2019

- Conducted diagnostics, repairs, and maintenance on 150+ desktop, laptop, and printer devices, achieving a 90% resolution rate within the first service call.
- Delivered and installed replacement parts across multiple locations, minimizing downtime for end users by ensuring timely service.
- Coordinated with cross-functional teams to ensure 100% compliance with business processes and operational goals.

IT ASSOCIATE | ERNST & YOUNG, EY PHILIPPINES | JUNE 2016 – FEBRUARY 2018

- Installed and configured hardware and software systems, ensuring seamless integration with existing infrastructure.
- Managed and diagnosed network and software issues, improving system performance and minimizing downtime by 85%.

- In charge of 2 AVR & sound system equipment, printers, and IP phone systems (Avaya and PABX), achieving a 98% uptime for communication tools.
- Edited and barcoded 500+ financial statements, improving document tracking efficiency and accuracy.

COMPUTER LABORATORY TECHNICIAN | ATENEO DE DAVAO UNIVERSITY | OCTOBER 2015 – JUNE 2016

- Provided technical assistance to over 100 students and staff per week, troubleshooting hardware, software, and network issues.
- Conducted monthly maintenance and software upgrades for 60+ lab computers, ensuring optimal performance and reducing system failures by 15%.

Education

B.S. IN INFORMATION TECHNOLOGY | APRIL 2015 | HOLY CROSS OF DAVAO COLLEGE INC, DAVAO CITY, PHILIPPINES

Skills & Abilities

- Experience with laptop/desktop troubleshooting (Disassembly, Software Configurations)
- Knowledgeable in Computer Network Protocols (TCP/IP, DNS, DHCP,SMTP)
- Knowledgeable in Firewall (Sophos, Sangfor)
- Knowledgeable in Adobe Photoshop CS5 & CS6
- Experience with Active Directory, including group policies and user management.
- Knowledgeable in Remote Software (Anydesk, RDC, ToDesk, TeamViewer)
- Familiarity with VMWare and Citrix
- Experience with File Server (Synology NAS)
- Experience with Vendor and Asset Management (Procurement)
- Experience with MS365 Office Administration
- Experience with Dingtalk Administration (Ticketing Tool)
- Experience with MS Visio (Process Development)
- Experience with CCTV (Panasonic, Dahua, Hikvision)
- Experience with Avaya & Yeastar
- Experience with AV, Sound System, Podium, Printers, Video Conference System (Polycom)
- Excellent problem-solving skills with the ability to work under pressure in a fast-paced environment.

Certifications

Google IT Support Professional by Coursera
 Lenovo Certified Engineer
 Computer System Servicing NCII