Homer John B. Natividad

B.S. Information Technology

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homernatividad@gmail.com

PROFESSIONAL SUMMARY

Motivated IT Support Technician seeks new position in dynamic, growth-oriented company focused on cultivating exceptional customer experience and a positive work environment. With experience handling networking concerns, implementing new software, installing new hardware, and addressing user concerns, I bring attention to detail and a dedication to technical improvement to each job. Past achievements include new network architecture component selection and implementation, earning leading industry certifications, and driving the achievement of departmental goals

.SKILLS

- Proficient in Computer Troubleshooting (Hardware and Software)
- Basic Networking (Trace, Terminate, and Security)
- Proficiency in all areas of Microsoft Office (Excel, Word, Power Point)
- Windows XP, Vista, 7,8,10
- Mac OS

- Excellent Communication Skills
- Team player
- Encoder
- Flexible and eager to learn new things
- Filling and Keeping Documentation
- Knowledgeable in DVR and CCTV Set up.
- Knowledgeable in Biometrics Set up

WORK HISTORY

I.T Support
I.T Department

Engineering Contracting Company
4th St, Dubai, United Arab Emirates
May 2017 to April 2020

- Help in providing the support for employees and resolving the computer, network and different systems and application issues.
- Diagnosed and troubleshoot Mac OS and Windows processing problems and applied solutions to increase company efficiency.
- PC assembly and troubleshooting (Hardware and Software).
- Set up Network infrastructure and Troubleshoot Network Connection problems.
- Set up, maintain, and troubleshoot DVR and CCTV for different offices.
- Set up, maintain, and troubleshoot Biometrics for employees.
- Set up and Troubleshoot in-house telephone lining and Voice over internet protocol (VOIP).
- Installed software, modified and repaired hardware and resolved technical issues.
- Ensured network, system and data availability and integrity through preventative maintenance and upgrades.

- Consistently met deadlines and requirements for all production work orders.
- Trained junior members of IT team regarding network security and troubleshooting of data circuits.
- Knowledge about VMWAre
- Perform IT checklist tasks to ensure minimum interruptions and failures and maximum business continuity,
- Perform any other task assigned by the manager.

Computer Technical Support   Systems Plus College Foundation
M.I.S Department   Angeles Balibago, Pampanga
June 22, 2013 to October 2016

- Help in providing the support for employees and resolving the computer, network and different systems and application issues.
- Diagnosed and troubleshoot Mac OS and Windows processing problems and applied solutions to increase company efficiency.
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M.I.S Dept. (on-the-job Trainee)   Systems Plus College Foundation
Angeles Balibago, Pampanga
April 2012 – October 2012

- Diagnosed and troubleshoot Mac OS and Windows processing problems and applied solutions to increase company efficiency.
- Installed software, modified and repaired hardware and resolved technical issues.

Computer Technical Support   Primary Structures Corporation
M.I.S Department   V Rama Ave, Cebu City
     August 2007 to August 2008

- Help in providing the support for employees and resolving the computer, network and different systems and application issues.
- Diagnosed and troubleshoot Mac OS and Windows processing problems and applied solutions to increase company efficiency.
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- Set up Network infrastructure and Troubleshoot Network Connection problems.
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EDUCATION

Systems Plus College Foundation
Masters in Information Technology (Under Graduate)
2015 – 2016

Systems Plus College Foundation
Bachelor of Education
18-Unit Second Course
2014 – 2015

Systems Plus College Foundation
Bachelor of Science in Information Technology
2010 – 2014

TRAINING AND SEMINARS

Office Excel 2010   Microsoft Office Specialist
     March 22, 2016
     verify.certiport.com RPbW-FVrP

Google Map Maker   Angeles City MapUp
     March 11, 2016

| **MAC Power Center** | Mac OS X Lion, iLife '11, iWork & |
| Mac OS X Troubleshooting Training |
| June 22 & 23 2012 |
| Mc Arthur Highway Balibago Angeles City |

MAC Power Center　　　　　　Mac OS X Lion, iLife '11, iWork &
　　　　　　　　　　　　　　　Mac OS X Troubleshooting Training
　　　　　　　　　　　　　　　June 22 & 23 2012
　　　　　　　　　　　　　　　Mc Arthur Highway Balibago Angeles City

Voice Over IP　　　　　　　　　　Systems Plus College Foundation
　　　　　　　　　　　　　　　Balibago, Angeles City
　　　　　　　　　　　　　　　March 23, 2012

Network Administrator　　　　　　Systems Plus College Foundation
　　　　　　　　　　　　　　　Balibago, Angeles City
　　　　　　　　　　　　　　　November 10, 2012

PERSONAL INFORMATION

Date of Birth:　　　　December 06, 1982
Passport:　　　　　　P810389A
Visa Status:　　　　　Residence Visa
Civil Status:　　　　　Married
Gender:　　　　　　　Male
Height:　　　　　　　5'3"
Nationality:　　　　　Filipino
Religion:　　　　　　Roman Catholic