



John Bernard Simon

DETAILS

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Al Nahda 2, Dubai, UAE

NATIONALITY

Filipino

DATE OF BIRTH

November 15, 1998

SKILLS

- Technical Support
- Troubleshooting
- Problem-Solving
- Hardware and Software
- System Maintenance
- Communication Skills
- Customer Service

LANGUAGES

FILIPINO
ENGLISH

PROFILE SUMMARY

To obtain a position that will enable me to use my skills, educational background and to work well with people. Technical Support Engineer with a proven track record spanning three years. Experienced in delivering exceptional technical support, troubleshooting complex issues, and enhancing system performance.

WORK EXPERIENCE

Technical Support Engineer

April 2022 - March 2024

Equicom Inc. | Makati Philippines

- Provided technical assistance and support to clients, addressing their IT-related concerns and issues
- Collaborated with cross-functional teams to troubleshoot and resolve hardware and software problems
- Ensured the smooth operation of IT Systems through proactive maintenance and timely problem solution
- Delivered high-quality customer service, building strong professional relationship with clients

Technical Support Engineer

March 2021 - April 2022

First Advance Manpower Outsourcing Services Corporation | Makati Philippines

- Provided technical support and assistance to end-users, ensuring the efficient functioning of IT Systems.
- Participated in the development and implementation of technical solutions to address client needs
- Collaborated with team members to troubleshoot and resolve technical issues in timely manner

IT Support / HR Staff – HR Department

February 2020 - August 2020

FCC Philippines Corp. | Binan Laguna, Philippines

- I provided technical support and assistance while also fulfilling HR-related responsibilities.
- Actively contributed to the smooth operation of IT systems and provided support to the HR team in various administrative tasks.

EDUCATION

Bachelor of Science in Information Technology

STI College of Santa Rosa, Philippines

2015 - 2019

Highschool Diploma

Colegio de Sta. Rosa de Lima, Philippines

2011 – 2015

CERTIFICATES

NPI Lenovo Certificates

- ThinkStation PX Service & Support Training (MTSW2080)
- ThinkCentre M70t Gen 4 Service & Support Training (MTCW2250)
- ThinkStation P3 Tower Service & Support Training (MTSW2090)
- Field Service Engineer Onboarding Process (RWSW300A)
- RWSV210 - Service Technician Best Practices

I hereby certify that the above information is true and correct to the best of my knowledge and beliefs.


John Bernard Simon