

# Kyle Dheniel C. Gregorio

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Emirates Towers Metro Station, Sheikh Zayed Rd, Dubai, UAE



## BRIEF INTRODUCTION

I am a motivated IT support with 1.5 years of outstanding customer service experience. In order to ensure smooth operations, I have a solid expertise in troubleshooting technological issues and effectively dealing with both vendors and workers. My capacity to deconstruct intricate technological ideas into understandable, workable solutions has promoted teamwork and raised user satisfaction levels all around. I have a strong interest in using technology to help teams reach their objectives and solve problems.

## KEY COMPETENCIES

Customer Service Skills

Communication Skills

Team work

Problem solving skills

Problem solving skills

Adaptability

Attention to details

Exceptional organisational skills

## Languages

English (Professional)

Tagalog (Fluent)

## PROFESSIONAL EXPERIENCE

### Demind Firma Management LLC

July 2023 - August 2024

#### IT Support Engineer

Ensuring the smooth operation of critical technology systems, including the POS, reservation system, and CRM. Your responsibilities include troubleshooting and maintaining these systems, providing training for staff, managing email accounts, overseeing system updates and backups, and coordinating with vendors for repairs and upgrades. You also monitor network connectivity, resolve issues quickly to minimize downtime.

### Manila Central University

October 2022 - April 2023

#### Technical Support Specialist

Main responsibilities include troubleshooting hardware issues, resolving software problems, and managing data backups to protect critical information. I also handle network troubleshooting, ensuring connectivity across the campus for students and faculty. By providing timely support and proactive maintenance, I help create a seamless technological environment that supports the university's clinical and academic missions.

### DN's Kreative and Party Needs

July 2021 - September 2022

#### Waiter

I ensure that all tables are well-stocked and that guests' needs are promptly met. My role is to contribute to a seamless and enjoyable experience, ensuring that everything runs smoothly throughout the event.

## EDUCATION & CERTIFICATIONS

### Bachelor of Science in Information Technology

STI College Caloocan

Year 2018 - 2022

### General Academic Strand (SHS)

Governor Andres Pascual College

### Junior Highschool

Governor Andres Pascual College

## CERTIFICATES

SQL Azure Track (June 2022)

SAP Business One (March 2022)

Python Essentials (June 2022)

Artificial Intelligence Track (June 2022)

Digital Security Track (June 2022)

SAP Business of Certificate of Completion (2021)

Work Immersion Certification (2018)