



Reynan MENDOZA

IT SUPPORT/DOCUMENT CONTROLLER

✉ mendozareynan1980@gmail.com

🏠 Al Nahda, Sharjah UAE

🇵🇭 Philippine, Filipino

📞 055 303 9728

💍 Married

SKILL HIGHLIGHTS

Experienced in software and hardware installations for both laptops and desktop PCs.

Proficient in PC troubleshooting, assembly, and error resolution as well as repairing printers.

Experienced in installing Windows operating systems (Windows 7, Windows 10, Windows 11).

Extensive knowledge and hands-on experience in resolving network errors and various computer related issues.

Proficient in basic computer functions such as Excel, Word, PowerPoint, and Outlook.

Fast and accurate data entry, ensuring documents are organized and easy to locate.

Strong attention to detail when categorizing and labeling documents in both physical and digital formats.

Experience in maintaining and enforcing document control workflows for document review, approval, and distribution.

LANGUAGES

English
Tagalog
Bisaya

HOBBIES

Enjoy playing guitar, listening to music, watching films, and exploring topics of interest online.

EDUCATION

● Bachelor of Science in Electronics and Communications Engineering

From June 1999 to March 2004

University of the Visayas Cebu City, Philippines

WORK EXPERIENCE

● Sales and Marketing Coordinator

Since April 2025 Filipino Academy Deira, Dubai UAE

- Develop and implement marketing strategies to promote courses.
- Engage with potential students and provide them with detailed information about the academy's programs.
- Collaborate with the admissions team to meet enrollment targets.
- Maintain and update marketing materials and social media platforms.
- Organize and participate in marketing events, workshops and seminars.
- Build and maintain strong relationships with students and industry partners.
- Track sales performance, targets, and generate regular reports.
- Assist with market research to identify new trends, competitors, and customer needs.
- Respond to customer inquiries and follow up on leads.
- Help create posts, monitor engagement, and report on analytics.

● IT Support/Document Controller

From January 2017 to January 2024

Uppbuck Enterprises Inc. Cebu City, Philippines

- Addressed and resolved IT support requests from employees in a timely manner.
- Collected and analyzed data to diagnose and troubleshoot computer system issues.
- Modified configurations, settings, and permissions to resolve technical problems.
- Managed the creation of sign-ins for new hires as part of the onboarding process.
- Installed and updated software, hardware drivers, and other system components as required.
- Logged and tracked all service requests, ensuring ticket records were consistently updated.
- Provide assistance and guidance to employees regarding computer systems and technical queries.
- Ensures efficient control of filing, number, sorting, storing and retrieval of both electronic and physical documents for technical teams and project departments.
- Distribute documents to appropriate team members, contractors, and clients in a timely manner.
- Serve as the primary point of contact for document-related inquiries from project teams, contractors, and clients.
- Assist with the coordination of document transfers between project stakeholders, ensuring seamless communication.

PERSONAL INFO

Gender: Male
Civil Status: Married
Nationality: Filipino
Religion: Roman Catholic
Visa status: Visit visa

REFERENCES

References available upon request.

WORK EXPERIENCE

IT Support Tech

From June 2015 to December 2016
Z4 Connect Outbound Call Center Cebu City, Philippines

- Maintain and manage the organization’s computer and network systems to ensure optimal performance.
- Troubleshoot and diagnose hardware and software issues, providing timely solutions.
- Set up and configure computer networks, ensuring reliable and secure connections.
- Assist employees with IT-related problems, offering technical support and guidance.
- Monitor system performance and perform regular maintenance to prevent potential issues.
- Ensure all IT equipment and software are up-to-date and compliant with organizational standards.
- Provide training and support to staff on IT-related tools and systems.
- Collaborate with other departments to improve system efficiency and address technical challenges.

Design Engineer

From July 2007 to May 2009 Cebu Yushin Danao City, Cebu Philippines

- Responsible for identifying innovative solutions to design products that are functional and align with client needs and expectations.
- Modify and enhance existing systems to improve performance and meet evolving client requirements.
- Ensure that all product designs are practical, cost-effective, and meet the desired specifications.
- Conduct thorough testing and analysis to evaluate the functionality and usability of new systems or products.
- Provide ongoing support and recommendations for product improvements and refinements based on user feedback and performance data.
- Collaborate with cross-functional teams to conceptualize, prototype, and deliver high-quality products.

Office Staff

From January 1999 to December 2001
Cebu Shipyard & Engineering Works Inc. (Keppel Cebu Shipyard Inc.) Lapu-lapu Cebu City, Philippines

- Handle filing, photocopying, scanning, and data entry.
- Answer phones, greet visitors, and direct inquiries.
- Receive, sort, and distribute incoming and outgoing mail or documents.
- Maintain files related to vessel maintenance, certifications, inspections, permits, and employee records.
- Assist in preparing reports, memos, work orders, and purchase requisitions.
- Coordinate with engineering and operations teams to track and distribute work orders.
- Maintain records of safety drills, training, and incident reports.