

Jose Nic D. Cabanlit

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----- PROFESSIONAL SUMMARY -----

Dedicated IT Technical Support Specialist with 5 years of experience providing comprehensive hardware, software, and network support in dynamic business environments. Proven track record of resolving complex technical issues, improving system uptime, and delivering excellent end-user service across Windows, macOS, and cloud platforms. Skilled in Active Directory, Office 365, remote support tools (TeamViewer, Anydesk, RDP).

----- AREAS OF EXPERTISE -----

PROFESSIONAL SKILLS – Communication, Problem Solving, Critical Thinking, Customer Service, Teamwork & Collaboration, Attention to Details, Empathy, Positive Attitude, Conflict Resolution

TECHNICAL SKILLS – Microsoft 365 Administration, Active Directory, Google Workspace, Windows 10/11, MacOS, Microsoft Offices, Remote Support, Hardware & Software Support, Ticketing System, Outlook, One Drive, Sharepoint, Wix Website Builder, Backup & Recovery, Cable Crimping, Graphic Designing, Canva, Adobe Photoshop

----- PROFESSIONAL EXPERIENCE -----

Telecommunication Assistant, MyWorld Amusement L.L.C.

September 2024 – Present

- Maintaining office PC, Printers, POS, CCTV Network, Access Points and any other devices.
- Troubleshoot IT infrastructures issues and all the operational requirements on timely manner.
- Operates and maintain projectors, regular inspection, software updates and any other adjustments as required.
- Designs signages, labels, posters and e-invites using canva and adobe photoshop.

IT System Assistant, Primehomes Real Estate Development Inc.

April 2023 - July 2024

- Successfully implemented the Leads Management System for the Marketing Department and the Parking Management System for the Property Management Department.
- Led the end-to-end development of a Wix-based website with Mobile Application for the Property Management Department, aligning design and functionality with business objectives.
- Developed a fully functional Inventory Management System with mobile application for the Admin Department.

Computer Specialist, Metro Retails Stores Group Inc.

July 2019 – April 2022

- Installed Ubiquiti access points throughout company's premises, ensuring seamless wireless coverage.
- Re-imaged of 17 POS systems, resulting in faster transaction processing times and improved customer service.
- Provided IT support to 20 end users, troubleshooting system errors, performing routine maintenance, and enhancing overall operational efficiency.

----- EDUCATIONAL BACKGROUND -----

Bachelor of Science in Information Technology

Our Lady of Fatima University - Philippines

Graduated: April 2018

----- CERTIFICATIONS -----

- Google IT Support [Coursera | Online Courses & Credentials From Top Educators. Join for Free | Coursera](#)
- CompTIA A+ (220-1101) [Udemy Course Completion Certificate | Udemy](#)