JASTIN CHARLES A. SIOSON

TECH SUPPORT ENGINEER

CONTACT

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Valley 2, Parañaque City

EDUCATION

Information & Communication Technology (ICT)

Vocational Course
Parañaque City College of Science & Technology
2010 - 2012

SKILLS

- Proficient in diagnosing and resolving hardware and software issues both desktop and POS.
- Knowledgeable in TCP/IP, DNS, DHCP, and basic network configuration and troubleshooting.
- Strong ability to provide exceptional customer support and maintain high customer satisfaction levels.
- Skilled in diagnosing and resolving issues related to CCTV hardware and software.
- Detail-oriented in documenting technical procedures and support interactions to enhance the knowledge base and training purposes.
- Fundamental understanding of video and image editing.
- Basic understanding of SQL and database management systems.
- Proficient in WordPress development with a foundational understanding of HTML and CSS.

PROFILE

Dedicated and detail-oriented Tech Support Engineer with over 6 years of experience in providing exceptional technical assistance and support to diverse client. Proficient in troubleshooting hardware and software issues, managing system configurations, and ensuring optimal performance of IT infrastructure. Strong communicator with a proven ability to explain complex technical concepts to non-technical users. Experienced in remote support tools and ticketing systems, with a commitment to delivering high-quality service and resolving issues efficiently. Seeking to leverage expertise in a dynamic team to enhance customer satisfaction and drive technological solutions.

WORK EXPERIENCE

NETWORK TECHNICIAN

The Moment Group Inc.   March 2024 - Present

- Provide onsite and remote technical support to end-users, assisting with network connectivity issues, POS hardware, software and ensuring smooth operation of services.
- Diagnose and resolve technical issues related to CCTV systems, including camera malfunctions, connectivity problems, and software errors.
- Set up and configure network hardware, including routers, switches, and firewalls, to establish reliable connections.
- Repair or replace POS hardware, including terminals, printers, cash drawers.
- Assist in the installation, configuration, and deployment of POS systems and peripherals at client locations.
- Perform routine maintenance on POS systems, including software updates, backups, and hardware checks to ensure optimal performance.
- Maintain detailed documentation of support requests, solutions provided, and system configurations for future reference.
- Communicate effectively with clients to understand their technical issues, provide solutions, and enhance overall customer satisfaction.
- Experienced with POS software applications (LS Retail, Retailware, Compuware).
- Notable clients: Din Tai Fung, Manam, Ooma, 8cuts, Mo Cookies.

TECH SUPPORT ENGINEER

ANSI Information System   April 2021 - February 2024

- Provide nationwide onsite support to customers by diagnosing and resolving hardware and software.
- Communicate effectively with clients to understand their technical needs and provide support, enhancing overall customer experience.
- Installation, configuration, and maintenance of software and hardware systems to ensure proper functionality.
- Set up and provide hardware and software support for new stores for our clients.
- Educate and train clients and end-users on system features and troubleshooting techniques to empower them to resolve minor issues independently.
- Identify and escalate complex technical issues to senior engineers or relevant departments when necessary.
- Manage and apply software updates and patches to ensure systems are secure and functioning optimally.
- Identify and document software bugs, working with engineering teams to prioritize fixes and improvements.
- Troubleshooting issues with SQL databases and FoxPro.
- Notable clients: Jollibee Foods Corporation (JFC), Landers, Goldilocks, Pizza Hut, Amici, Family Mart, Dean & Deluca, Kyukyu Ramen, Wangfu, Unimart.

CERTIFICATIONS

BASIC HARDWARE COMPONENTS

April 12, 2019

- Parts Description and identifications.
- Machine assembly and disassembly such as Epson, Toshiba, Posiflex and Varipos.
- POS machine and printer troubleshooting.

THE COMPLETE MS SQL SERVER COURSE

November 14, 2023

- Create own database and interact with existing database.
- SQL database and syntax, Basic SQL functions.
- Familiarization with SQL CRUD and other syntax

REFERENCE

JUSTIN TORRES

IT Engineer
09770744615

JHET SUPERAL

Web Hosting Tech
09297484794

JERALD GADIANO

Teacher
09059418701

TECHNICAL SUPPORT

Ideaserv System Inc.   October 2017 - December 2020

- Proficient in diagnosing and resolving hardware and software issues efficiently onsite.
- Strong interpersonal skills, providing excellent support and communication to clients.
- Assisting with the installation of hardware POS system, ensuring compatibility and optimal performance.
- Perform preventive maintenance on clients' POS systems and servers.
- Repair or replace POS hardware, including terminals, printers, cash drawers.
- Monitored system performance and proactively addressed potential issues, maintaining high standards of service delivery.
- Notable clients: Jollibee Foods Corporation (JFC), Mercury Drug Store, Puregold, SM Department Store, SNR, Starbucks

PRODUCTION OPERATOR

Allegro Microsystem Philippines   May 2014 - June 2017

- Operate and monitor production machinery to ensure efficient and accurate manufacturing processes.
- Inspect products for quality and adherence to specifications, identifying any defects or irregularities.
- Record production data, including quantities produced, machine downtime, and quality issues for reporting and analysis.
- Loaded and unloaded materials, managed inventory levels, and maintained an organized workspace to support efficient production flow

WAREHOUSE HELPER

Suyen Bench Co.   July 2013 - December 2013

- Assist in receiving, inspecting, and organizing incoming shipments, ensuring accurate inventory levels.
- Load and unload goods from trucks and containers, using equipment such as forklifts and pallet jacks when necessary.
- Maintain a clean and organized warehouse environment, ensuring that work areas are free from hazards.
- Pick, pack, and prepare orders for shipment, ensuring accuracy and timely delivery to customers.
- Inspect products for defects and ensure compliance with company quality standards before shipping.

STOCK CLERK

Watsons Personal Care Store   September 2012 - February 2013

- Receive, inspect, and store incoming stock, ensuring that items are properly organized and accounted for.
- Maintain a well-organized stockroom, ensuring that products are easily accessible and clearly labeled.
- Monitor inventory levels and assist in reordering stock to prevent shortages, following established procedures.
- Conduct regular inspections of stock to identify damaged or expired items and initiate returns or disposals as necessary.
- Assist with periodic inventory counts and audits to ensure accuracy in stock records.