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# John Eric D. Marundan

## Bachelor of Science in Information Technology

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### CAREER OBJECTIVE

- As an IT graduate with a versatile skill set and a strong desire for continuous learning, my career objective is to secure a position that leverages my technical knowledge while also allowing me to explore and excel in diverse industries and roles. I am motivated to bring my problem-solving abilities, adaptability, and strong work ethic to contribute to the success of any organization, irrespective of the field. I aim to continuously develop new skills and expand my horizons, embracing new challenges and opportunities for professional growth. With a commitment to excellence and a proactive mindset, I am ready to contribute my expertise and contribute to the success of the team, regardless of the industry or job role.

### SKILLS

- Operating Systems: Proficiency in installing, configuring, and reformatting various operating systems, such as Windows, macOS, and Linux.
- Hardware Knowledge: Understanding of computer hardware components, including hard drives, RAM, motherboards, and peripherals, to ensure proper reformatting and system optimization.
- Software Installation: Ability to install and configure software applications, drivers, and updates during the reformatting process.
- Data Backup and Recovery: Knowledge of backup procedures and data recovery techniques to safeguard and restore user data before and after reformatting.
- Partitioning and Formatting: Expertise in partitioning hard drives and formatting them to the desired file system, such as NTFS, FAT32, or ext4.
- Troubleshooting: Proficient in diagnosing and resolving common software and hardware issues that may arise during the reformatting process.
- Network Configuration: Understanding of basic network settings, such as IP addressing, DNS, and gateway configurations, to ensure proper connectivity after reformatting.
- Documentation: Strong documentation skills to maintain accurate records of reformatting processes, configurations, and any issues encountered.
- Time Management: Efficiently managing time during the reformatting process to minimize system downtime and maximize productivity.

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- Communication Skills: Effective communication with clients or end-users to understand their requirements and provide clear instructions or explanations related to the reformatting process.

## EXPERIENCE

### **Sutherland** - *IT Support Trainee*

September 2019 - December 2019

- Assisted the IT department in providing technical support to end users.
- Troubleshoot software and hardware issues, resolving technical problems efficiently.
- Responded to end-user inquiries, providing timely and effective solutions.
- Collaborated with team members on various IT projects, contributing to problem-solving and innovative solutions.
- Gained practical experience in working with different technologies and systems used within the organization.
- Assisted with system upgrades and software installations.
- Conducted system testing and ensured proper functionality before deployment.
- Maintained accurate records of support requests, resolutions, and system configurations.

## EDUCATION

### **BATANGAS STATE UNIVERSITY, Batangas City** - *BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY*

2014 - 2018

### **Our Lady of Caysasay Academy, Taal Batangas** - *HighSchool Graduate*

2010 - 2014

## SEMINARS ATTENDED

- Building Competitive Advantage in the Philippines Computing Industry through Professional Certification.
- Web Application Development with PHP-MVC Frameworks.
- Human and Computer Interaction through Natural Language Processing and Image Processing.
- Innovation Through Internet of Things.

## REFERENCES

- Available upon request.