



# Nikko Entena

## Technical Support Engineer

### PERSONAL PROFILE

I am a graduate of Bachelor of Science in Computer Science. A goal oriented person, good professional attitude and highly motivated individual.

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### CAREER OBJECTIVE

I am currently looking for an organization where I can utilize my knowledge & skill for progress of the company as well as make my career.

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#### TECHNICAL SKILLS

Hardware/ Software Troubleshooting  
WAN / LAN  
IT Systems / Server Administration  
Proficiency with the following softwares  
(Photoshop, Office 365, Wordpress)  
Operating Systems (Windows, Linux, MacOS)  
Voice over Internet Protocol (VoIP)

#### PERSONAL SKILLS

Honest and Integrity  
Dependability  
Self-Motivated  
Willingness to Learn  
Teamwork

#### LANGUAGE

English  
Filipino

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### EDUCATION

#### ASIAN INSTITUTE OF COMPUTER STUDIES BICUTAN

Bachelor of Computer Science - Batch 2019

### PROFFESIONAL EXPERIENCE

#### TECHNICAL SUPPORT ENGINEER

(AUGUST 2019 - OCTOBER 2021 )

Telematico Corporation, Mandaluyong City

- Responsible for installation and configuration of hardware, systems, and applications for users.
- Monitoring & Maintaining of Company network and IT Systems (CRM, Asset/Inventory, Corporate Website),
- Providing Technical support across the company and to it's customers (over the phone, email, remote or on-site)
- Recommends hardware and software solutions, based on customer requirements
- Large-scale Installation & configuration of VoIP System (On-premise, Cloud-based).

### CONTACT

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### CERTIFICATIONS

**Ruijie Networks Wireless Certified Engineer - 2019**

(On-site Technical Training )

**Grandstream Networks Certified Specialist  
(Unified Communications Solution) - 2021**

(Online Training )

**Yeastar PBX Certified Technician - 2021**

(Online Training )

### REFERENCE

Will be provided upon request

**SYSTEM ADMINISTRATOR**  
(MARCH 2022 - CURRENT )

Enchanted Kingdom

- Responsible for maintaining Windows and Linux servers in both on-premise and cloud
- Act as **Duty Officer** for IT Department - Point of contact (POC) for all IT related concerns when the park is open
- Provide supports to employees