



Carlo Guinto

CONTACT

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🚗 Light Vehicle Automatic

SKILLS AND EXPERTISE

- Extensive knowledge in Computer both in Network, Hardware and Software maintenance
- Knowledge in KABA, MAXXESS, MORPHO, SALTO, AXIS CAMERA and MILESTONE system
- Experience with Microsoft Office 365 and Data Programs
- Ability to organize, prioritize and work under extreme pressure, heavy work load and deadlines
- Hardware maintenance
- End-user training
- Hardware upgrades
- Hardware diagnosis
- Troubleshooting proficiency
- Application installations
- Application support
- Skilled in TCP/IP and WAN Desktop support

PROFESSIONAL SUMMARY

Technical IT Support Technician provides 1st and 2nd line support to users, both desktside and remotely. Escalates complex third-line issues whilst managing employee expectations. Works fast to solve problems with keen eye on first-time fixes.

WORK HISTORY

IT SYSTEM TECHNICAL SUPPORT

03/2022 - 09/2023

TAQNIAT INTELLIGENT SOLUTION

- Performed security system installations for businesses and government needs
- Installed systems ranging from basic business level CCTV systems to advanced systems designed for military facilities
- Installed high-security systems including matrix systems facial recognition and fingerprint recognition security systems
- Keep IDF servers running smoothly and ensure users get the maximum benefit from them
- Monitor and maintain CCTV, Access Control, Gate Security, Computer systems and networks
- Responsible for troubleshooting desktop environments running Microsoft Windows operating systems
- Installing and configuring software and hardware
- Identifying and resolving issues related to computer and network connectivity
- Working both independently and as a part a team
- Upgrading and maintaining Windows hardware, software, and other applications
- Providing technical support to clarify Windows desktop problems
- Managing and supporting end-user devices, such as desktop systems and other peripheral equipment
- Assisting in testing, analyzing and resolving issues related to Windows operating systems
- Providing enhanced desktop and customer support services

LANGUAGES

Filipino

Fluent

English

Fluent

Arabic

Elementary

PERSONAL DETAILS

Date of Birth / Age: 14/04/1988 35 years old

Nationality: Filipino

Visa Status: Visit Visa

Gender: Male

Religion: Aglipay

IT SYSTEM TECHNICAL SUPPORT

09/2021 - 03/2022

ATLAS SECURITY

- Performed security system installations for businesses and government needs
- Installed systems ranging from basic business level CCTV systems to advanced systems designed for military facilities
- Secured government clearance for installations performed on military bases and in military facilities.

PREDATOR GAMING CAFÉ

- Troubleshooting and testing compatibility of the gaming machines
- Assembling and Disassembling the gaming machines and making sure all the parts of machines should be accurate while testing
- Troubleshoot cameras, DVRs, SERVER computers, peripherals, and other hardware.

GAMER

CAFÉ AJMAN TOWER

- Troubleshooting and testing compatibility of the gaming machines
- Fixing the technical issues related to electronics or software
- Assembling and Disassembling the gaming machines and making sure all the parts of machines should be accurate while testing.

CERTIFICATIONS

MILESTONE CERTIFIED INTEGRATION TECHNICIAN (MCIT)

EDUCATION

Diploma: Computer Hardware Servicing, 2009

Eastwoods Professional College of Science and Technology

Diploma: Electrical Engineering Technology, 2005

Bataan Peninsula State University