

CONTACT

Michael Briones

📍 1575 Bato Bato St. Brgy. Commonwealth Quezon City
📞 9124516388
@ michaelbriones113@gmail.com



OBJECTIVE

Experienced Technical Support specialist skilled in troubleshooting computer hardware and software issues, offering strong problem-solving and communication abilities.

EXPERIENCE

March 2022 -
Present

- **IT Technical Support/Jr. Programmer**
Summit Collection & Allied Services Inc.
Developed and maintained software solutions in accordance with coding standards and best practices.
Assisted users with software, hardware, and network related issues.
Installed and configured system software and applications to meet users needs.
Monitored and maintained network performance to ensure optimal system performance.
Collaborated with project teams to develop and maintain software applications.
Developed and maintained various applications using Python, VB.net HTML, CSS, and JavaScript.
Analyzed user needs, designed applications and wrote code to meet those needs.
Created and maintained database schemas, tables, views, and stored procedures.
Installed, configured, and maintained database server software and related products.
Developed and implemented efficient database backup strategies and disaster recovery plans.
Assisted in troubleshooting and resolving database errors, performance issues, and data replication issues.

December 2018 -
April 2021

- **IT Technical Support**
Cybersoft Content Services Inc.
Provided first-level technical support to end-users, addressing hardware and software issues via phone, email, and remote assistance tools.
Diagnosed and resolved complex technical problems related to operating systems, software applications, and hardware components, consistently achieving a 95% customer satisfaction rating.
Collaborated with cross-functional teams to escalate and resolve critical issues, ensuring seamless communication and timely solutions for end-users.
Implemented a knowledge base system, reducing resolution time by 20% and empowering users with self-help resources for common technical issues.
Conducted one-on-one training sessions for new employees, equipping them with essential IT skills and onboarding them seamlessly into the company's technical environment.
Created and updated user documentation, contributing to a comprehensive knowledge repository and improving overall user understanding of IT systems.

July 2018 -
September 2018

- **Intern IT Support**
National Kidney Transplant Institute
Assisted hospital staff in resolving technical issues, including troubleshooting software applications, network connectivity, and hardware devices, ensuring minimal disruption to critical healthcare operations
Collaborated with the IT team to deploy and configure specialized medical software, contributing to the seamless integration of technology into patient care workflows.
Provided on-site support for medical imaging systems, ensuring the proper functioning and timely resolution of issues to support diagnostic processes.
Assisted in the implementation of security protocols to safeguard patient data,

maintaining compliance with healthcare information protection standards.
Supported the setup and maintenance of video conferencing systems, facilitating virtual consultations and meetings to enhance communication among healthcare professionals.
Participated in the development of IT documentation, creating user guides for healthcare staff to navigate and troubleshoot common IT issues independently.

EDUCATION

- | | |
|-----------|---|
| 2015-2019 | <ul style="list-style-type: none">• Access Computer College
BS Information Technology
3.3gpa |
| 2011-2015 | <ul style="list-style-type: none">• Claro M. Recto Highschool
Highschool Graduate |

SKILLS

- Troubleshooting: Hardware/Software/Network
- Programming
- Customer service
- Problem solving
- Remote Support
- Security awareness
- Documentation
- Adaptability
- Collaboration
- Time management

PROJECTS

- **Collection Agency System - VB.Net**
Led maintenance and development of Collection Agency System, focusing on user-friendly VB.NET Windows Forms.
Implemented features, reducing critical task response time by 25% and enhancing user satisfaction by 20%.
Contributed to an automated reporting module, leveraging VB.NET for improved data analysis
- **Company Website - Django, Bootstrap, Javascript, Html**
Developed and maintained the company's website, employing Django for the backend, ensuring a robust and scalable web application.
Designed and implemented responsive user interfaces using Bootstrap, enhancing the website's accessibility across devices.
Integrated interactive features and dynamic content using JavaScript, improving user engagement and overall site functionality.
Collaborated with cross-functional teams to gather requirements and implemented HTML templates, ensuring a cohesive and visually appealing web presence.

LANGUAGES

- English
- Filipino

REFERENCE

- **Riza Mae Aquino - Summit Collection & Allied Services Inc.**
IT Staff
aquinorizamae635@gmail.com
09760004272