# EDWARD BANAAG

MS Certified IT Professional
*MCITP / MCSA / MCTS*

## My Contact

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📍 Manila, Philippines

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## Hard Skill

- MS Windows Server & Clients Enterprise
- Wordpress CMS website design
- HTML, CSS, Javascript & Bootstrap
- Cisco Routers & Switches
- Ruckus Networking Management
- Adobe PS & AE Graphics & Motion Design
- Desktop / Laptop Repair, Customization & Installation

## Soft Skill

- Interpersonal Skills
- Decision making skills
- Teamwork & Collaboration Communication
- Multi-tasking

## Education Background

- Systems Technological Institute
  *Diploma in Computer and Electronics Technology*
  1999- 2003

- Bagumbong High School
  1995- 1999

- Urduja Elementary School
  1990- 1995

## About Me

A competent IT support professional with a proven track record of providing specialist technical and helpdesk support. Extensive experience of working in the front line helping clients and colleagues resolve complex technical IT issues. Possessing excellent client facing skills, natural problem solving and analytical skills and able to contribute to the development of best practice, procedures and policies within a company.

## Professional Experience

**KING SAUD BIN ABDULAZIZ UNIVERSITY for HEALTH SCIENCES**
*Technical Support I*
*October 2016 – Present*

**WINWAY GLOBAL PHILIPPINES, INC. ( Online Casino )**
*IT Staff*
*February 2015 - October 2016*

**ARAMCO / SAUDI ARABIAN OIL COMPANY**
*IT Support Technician*
*April 2011 - July 2014*

**ASCOTT Makati Hotel**
*Technical Support Engineer*
*March 2009 – April 2011*

**VILLMAN COMPUTERS SYSTEMS, INC.**
*Computer Hardware Technician*
*August 2007 – March 2009*

**ASIANIC COMPUTER DISTRIBUTORS, INC.**
*Computer Sales Technician*
*June 2005 – June 2007*

**BY WORKS CYBERNET CAFE**
*Computer Technician*
*August 2003 – February 2005*

**YOMNA COMPUTER SALES & SERVICES**
*Computer Technician Trainee ( On the Job Training )*
*January – March 2003*

## Certifications

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|---|---|
| July 2023 | Google IT Certified |
| December 2015 | Microsoft Certified Specialist |
| November 2013 | Microsoft Certified IT Professional |
| November 2013 | Microsoft Certified Solutions Associate |
| December 2012 | Microsoft Certified Technology Specialist |