



EDWARD BANAAG

Microsoft® Certified IT Professional

MCP / MCITP / MCSA / MCTS

My Contact

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📍 Manila, Philippines

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Hard Skill

- MS Windows Server & Clients Enterprise
- Cisco Routing & Switching
- 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

December 2015	Microsoft® Certified Specialist
November 2013	Microsoft® Certified IT Professional
November 2013	Microsoft® Certified Solutions Associate
December 2012	Microsoft® Certified Technology Specialist