RAFFY GARCIA PALERMO

IT Support Specialist
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PROFESSIONAL SUMMARY

IT Support Specialist with 7+ years of hands-on experience providing remote and on-site Tier 1/Tier 2 support for business and residential clients. Skilled in troubleshooting hardware, software, Windows, printer, and network connectivity issues; setting up and deploying PCs; managing user accounts and access; and documenting every request clearly. Also experienced in web development, building and deploying websites for small-business clients. Detail-oriented, quick to learn new tools, and focused on first-contact resolution and clear communication. Google IT Support Professional Certificate holder; CompTIA A+ and CCNA in progress.

CORE COMPETENCIES

IT Support & Help Desk: Tier 1/Tier 2 Support, Remote & On-Site Troubleshooting, Ticketing Systems, Ticket Prioritization & Escalation, First Contact Resolution, Incident Management, Customer Satisfaction, End-User Support

Systems & Administration: Windows 10/11, Active Directory (basic), Microsoft 365, Google Workspace, User Account Setup, Password Resets, MFA & Access Management, Endpoint Security, Backup Solutions, System Updates & Maintenance

Hardware & Deployment: PC Deployment & Setup, Custom PC Builds, Hardware Diagnostics & Repair, OS Installation, Laptop & Desktop Support, Printer Troubleshooting (basic), Mobile Device Support, Wi-Fi CCTV Setup (basic)

Networking (Basic): TCP/IP, DNS, DHCP, VPN, Wi-Fi, LAN Setup, Modem & Router Configuration, Connectivity Troubleshooting (ping, traceroute, nslookup)

Documentation: Technical Documentation, Troubleshooting Guides, Knowledge Base Articles, IT Asset Records

Tools: ServiceNow & Freshdesk (training / simulator), ClickUp (basic), TeamViewer, AnyDesk, Remote Desktop, PowerShell, CLI, Slack, Zoom, Microsoft Teams, AI Productivity Tools

Web Development: HTML, CSS, JavaScript, PHP, MySQL, Chatbot & Live Chat Integration, GitHub Pages

WORK EXPERIENCE

Self-Employed — IT Support, PC Build & Web Services | Philippines **Sep 2020 – Present**
IT Support Specialist (Freelance)

- Diagnose and fix hardware, software, and connectivity issues for small-business and home clients, on-site and remotely, from no-internet and Wi-Fi/Bluetooth problems to slow or non-booting PCs and BIOS errors, explaining each fix in simple terms so clients understand what went wrong.
- Upgrade and maintain client computers (Windows upgrades, RAM and storage upgrades, driver and software updates, PC cleaning), set up user accounts and password resets, and deliver remote support via TeamViewer, AnyDesk, and Remote Desktop.
- Built and deployed 50+ custom PCs, including a 20-unit computer café order and a 10-unit computer shop where I also set up the internet connection, modem, and network.

Appen | Remote **Jul 2023 – Nov 2023**
Data Analyst / Audio Data Labeling (Part-time, Remote)

- Reviewed and validated Tagalog and English language data for an AI translation project, meeting strict quality and accuracy standards.
- Consistently met a weekly quota of 250 tasks while managing my own flexible, part-time schedule.
- Documented findings clearly to keep deliverables consistent and reliable.

GadgetzBiz Repair Shop | Philippines **Jan 2016 – Oct 2016**
IT Support Specialist / Computer Technician

- Provided Tier 1 and Tier 2 technical support for desktops, laptops, and mobile devices, resolving hardware, software, and network issues.
- Logged, tracked, and documented service requests while maintaining accurate repair and inventory records.
- Assisted users with software installation, account configuration, troubleshooting, and technical guidance.

CityLink | Philippines **Jul 2013 – Jan 2016**
Computer Café Supervisor & Technician

- Supervised daily operations and supported 100+ users across 30+ workstations as the primary point of contact for technical issues.
- Maintained near 100% system uptime through proactive troubleshooting, repairs, and routine maintenance.

- Wrote simple troubleshooting guides and trained staff to use them, improving team efficiency and service quality.

Zaltivar Telecom Services | Philippines **Jan 2013 – Jun 2013**
Outbound Sales Representative

- Handled outbound customer calls, explaining Maybank credit card products and resolving customer inquiries.
- Documented customer interactions accurately and consistently met quality and productivity targets.

PROJECTS

Abundance Mini Grocery | Philippines **Feb 2026**
Full-Stack Web-Based Online Ordering System

- Designed and built a complete online ordering system for a real small business using HTML, CSS, JavaScript, PHP, and MySQL, with customer accounts, cart, checkout, order tracking, and an admin dashboard.
- Developed an AI chatbot and integrated Tawk.to live chat, designed a normalized MySQL database, and tested the system across 14 documented test cases, all passing.

Jusco United Consumer Goods Trading | Philippines **Oct 2026 – Present**
Business Website for a Beverage Distributor (In Progress)

- Building a responsive company website for a beverage distributor client; a working demo is live on GitHub Pages while development continues.

CERTIFICATIONS & TRAINING

- Google IT Support Professional Certificate — Coursera | March 2026 | Credential ID: 6JYKNIBFP0M7
- NC II Computer Systems Servicing — AMA Computer College
- Microsoft Cybersecurity Course: Security, Compliance, and Identity Fundamentals — TESDA | September 2026 | Certificate ID: 8QVXZzSBDA
- Microsoft AI Course: Azure AI Fundamentals — TESDA | March 2026 | Certificate ID: DAQ7SJj7n7
- IT Asset Management Foundations — BlueTally | September 2026 | Certificate ID: imp1qpdpbl
- EF SET English Certificate — C2 Proficient (74/100) | September 2026 | cert.efset.org/LnbL2F
- DICT Region 1 SPARK General Virtual Assistance (GVA) 2.0 Training — DICT | November 2026
- Best in Speed Typing (70+ WPM) — AMA Computer College
- CompTIA A+ — In Progress
- Cisco CCNA (200-301) — In Progress

EDUCATION

AMA Computer College | Philippines **May 2017 – Oct 2019**
BS Information Technology (Undergraduate; remaining subjects, OJT, and thesis to complete)
Relevant coursework: Data Communications and Networking, Principles of Operating Systems, System Integration and Architecture, Database Management Systems, Web Programming & Development, Object-Oriented Programming.

ADDITIONAL INFORMATION

- Languages: Filipino (Native) | English — EF SET C2 Proficient (74/100)
- Home Office: Globe fiber 350 Mbps + DITO 5G backup, UPS + generator backup power, dual monitors, HD webcam, noise-cancelling headset
- Availability: Open to on-site, hybrid, or remote roles in the Philippines or abroad; willing to relocate; open to shifting schedules, night shifts, and weekends; can start immediately