

John Carlo Gianan

IT Support Specialist · Bacoor, Cavite, Philippines

BS Computer Science graduate and IT Support Specialist with hands-on expertise in desktop support, hardware diagnostics, network troubleshooting, and virtualized server environments. Proven ability to maintain system uptime, manage ticketing operations, and resolve critical incidents efficiently.

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EXPERIENCE

Aug 2025 — Sep 2026

Information Technology Technical Support

Provincial Local Government of Catanduanes

Proactive and results-driven IT Support Specialist with hands-on experience diagnosing and resolving complex hardware, software, and network anomalies across enterprise environments. Skilled in bare-metal system recovery, preventative maintenance, and end-user support, with a proven track record of minimizing operational downtime and driving a 90% first-contact resolution rate. Highly efficient at managing incident pipelines through structured ticketing workflows and fluent in English, ensuring clear, reliable technical execution and communication.

Core technical proficiencies and tooling encompass hardware troubleshooting, PC and laptop formatting and cloning, SLA and incident management, remote desktop support, and network infrastructure configuration. Experienced in managing LAN/WAN setups, router and switch configurations, VLAN segmentation, physical Ethernet and fiber optic cabling, and wireless access point deployment. Well-versed in systems administration and security practices

Feb 2025 — Mar 2025

IT Support Technician

First Catanduanes Electric Cooperative Inc.

Supported the IT operations at First Catanduanes Electric Cooperative, Inc. by configuring foundational networking setups and delivering end-to-end technical assistance for localized infrastructure. Diagnosed and resolved hardware, software, and localized connectivity issues, maintaining high reliability across office workstations. Executed routine preventive maintenance, patch updates, and system optimizations, while assisting in the setup, deployment, and configuration of user equipment, software applications, and network services to ensure continuous operational workflows across departments.

EDUCATION

Aug 2021 — Jul 2025

Bachelor of Science in Computer Science

Catanduanes State University

SKILLS

Hardware Diagnostics

Helpdesk Ticketing

Software Diagnostics

Data Recovery & Disk Backup

LAN/WAN Configuration

Network Troubleshooting

Ethernet Cabling

Fiber Optic Cabling

Network Infrastructure

Proxmox VE

DNS Management

Hardware Repair

LANGUAGES

English

Professional working proficiency

INTERESTS

IT Support · Network Engineering · System Administration · Network Configuration