RAPHAEL BAUTISTA

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IT Specialist Proficient in hardware troubleshooting and IT system maintenance, with a solid foundation in practical application and a dedication to continuous learning.

EDUCATION

Information and Communications Technology
STI College Tarlac
2018

SKILLS

- Hardware Troubleshooting
- Networking
- System Maintenance
- Active Directory
- Group Policy
- Office 365
- Remote Desktop
- Ticketing Systems (Zendesk, Jira)

CERTIFICATIONS

- Civil Service Professional
- Google IT Support Professional

PERSONAL PROJECTS

- Configured a headless MacBook Air M1 as a home server for media streaming and file sharing with Jellyfin and Pi-hole. Enabled SSH for remote access and automated startup.

WORK EXPERIENCE

POS Field Technician
Smartcomp Solutions Inc.
January 2024 - October 2024

- Provided on-site technical support, troubleshooting, and maintenance for a wide array of IT equipment and POS systems at client locations across Pangasinan, Nueva Ecija, and Tarlac.
- Documented all service activities, including troubleshooting steps, solutions implemented, and parts replaced.
- Conducted preventive maintenance to help minimize hardware-related incidents across all supported locations.

Tier 2 Technical Support Representative (Non-Voice)
Hirecharm (hirecharm.com)
May 2023 - September 2023

- Delivered Level 2 technical support for device malfunctions and software issues using tools like Zendesk, Jira, in-house systems, and Insomnia for API requests.
- Streamlined troubleshooting and reduced handling times by utilizing AI tools, including Kodif.AI and ChatGPT, along with Confluence and GetGuru for knowledge base.
- Contributed to training and refining Kodif.AI's knowledge base for automated client support to decrease workload for the support team.
- Handled Level 1 requests, such as Shopify refunds, user onboarding, and account management.