

Adrian Ferrer



- Ragay, Camarines Sur, Philippines, 4410
- +639267459621
- ferreradrian20@gmail.com

Summary

Highly skilled and detail-oriented IT professional with a strong background in hardware and software support, as well as data administration. Experienced in troubleshooting and maintaining computer systems, providing effective technical support, and ensuring seamless operation of IT infrastructure. Proficient in managing databases and ensuring data integrity and security. Adept at collaborating with cross-functional teams to implement IT solutions that optimize efficiency and productivity. Passionate about leveraging my technical expertise to contribute to the success of IT department and improve the technology experience for staff.

Experience

OCW Admin Staff

J&T Express - Docejo Logistic Services | Panaytayan, Ragay Camarines Sur | October 2024 – January 2025

- Documented incidents accurately, providing detailed reports for management review.
- Compiled and submitted daily reports on site activities, providing accurate records for management review.
- Managed ticketing system, prioritizing and responding to customer support requests efficiently.
- Provided IT support for basic office equipment issues, minimizing downtime and maintaining

Skills

- [Software] CRM management
- Decision-Making prowess
- Task completion focus
- IT support ethics
- IT support expertise
- IT support and guidance

Education

BACHELOR OF SCIENCE IN INFORMATATION TECHNOLOGY

Polytechnic University of The Philippines | Ragay, Camarines Sur | September 2024

Certifications

- ELECTRONIC PRODUCTS ASSEMBLY AND SERVICING NC II
- ELECTRICAL INSTALLATION & MAINTENANCE NC II

Reference

- Apple Anne Pinanggang - Supervisor - J & T Express, Ragay Camarines Sur, +639617508707
- Thame M. Gonzalvo - PNP Non - Uniformed Personnel, Ragay Camarines Sur, +639099147177
- Joerwin Balute - Polytechnic University of the Philippines, Ragay Camarines Sur, +639165747748