

SHAWN LYNDON A. MAGLINES

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Birthday: April 28, 1994



CAREER OBJECTIVE

With over 7 years of experience in providing exceptional IT support and desktop solutions, a highly skilled and results-driven professional committed to delivering seamless technology services. Specializing in troubleshooting, hardware and software support, network administration, and system optimization. Has a proven track record of enhancing productivity by ensuring efficient and reliable IT operations.

TECHNICAL SKILLS

- Programming (C# , Visual Basic , HTML , PHP , DBMS , CSS, JavaScript)
 - Microsoft Office (MS Word, Excel, PowerPoint, etc.)
 - Photo Editing (Adobe Creative Suite (Photoshop, Adobe Flash))
 - Video Editing
 - Knowledge / Experience in Hardware Troubleshooting (Desktop and Laptop Repair)
 - Knowledge / Experience in Network Troubleshooting
 - Knowledge / Experience in Email and Web Hosting
 - Knowledge / Experience in System Implementation (CCTV, PA and Access Points)
 - Knowledge / Experience in Fiber splicing
 - Basic Knowledge / Experience in Server Installation and Configuration
 - Knowledge / Experience in Technical Planning for Implementation.
 - Knowledge / Experience in Cabling Installation (Copper and Fiber)
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PERSONAL SKILLS

- Excellent written and verbal communication skills
 - Highly organized and efficient
 - Ability to work independently or as part of a team
 - Proven leadership skills and ability to motivate
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EDUCATION

Bachelor of Science in Information Technology

Southern Leyte State University
Brgy. Rizal, Sogod, Southern Leyte

PRE-PROFESSIONAL EXPERIENCE

MIS Staff Intern - IT Department

NSB Engineering Design and Fabrication (June 2016 – August 2016)

Provided Level 1 support, handled troubleshooting and maintenance as well as monitoring and deployment of IT

PROFESSIONAL EXPERIENCE

Desktop Support Engineer

Enshored Inc. (March 1, 2023 - Present)

- *Liaise with and provide training and support to end-users and staff on computer operation and other issues.*
- *Install, configure, test, maintain, monitor, and troubleshoot end-user workstation hardware, networked peripheral devices, and networking hardware products.*
- *Where required, install, configure, test, maintain, monitor, and troubleshoot associated end user workstation software and networking software products.*
- *Perform on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end-users, and recommend and implement corrective hardware solutions, including off-site repair as needed. Receive and respond to incoming calls, pages, and/or e-mails regarding PC and/or hardware problems.*
- *Develop and maintain an inventory of all monitors, keyboards, hard drives, modems, printers, scanners, and other peripheral equipment.*
- *Monitor and test PC performance and provide PC performance statistics and reports.*
- *Construct, install, and test customized configurations based on various platforms and operating systems. If necessary, liaise with third-party support and PC equipment vendors.*
- *Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring PC performance.*
- *Accurately document instances of hardware failure, repair, installation, and removal.*
- *Assist in developing long-term strategies and capacity planning for meeting future computer hardware needs.*
- *Support development and implementation of new computer projects and new hardware installations.*
- *Maintain up-to-date knowledge of hardware and equipment contracts and supervise contract-based installations*
- *Submit weekly engineer Report(s) to IT Manager*

Jr. Network Engineer

Infotouch Systems, Inc. (February 25, 2018 – October , 2018)

- *Implementation of Systems*
 - *CCTV System*
 - *Public Announcement System*
 - *Structure Cabling*
 - *Biometrics System*
 - *Fiber/Copper termination*
- *On-site support for the clients that needs physical attainment of IT.*
- *Prepare Documentations for Projects to be implemented.*
- *Manage and Maintain network consistency of the clients.*
- *(As NOC) monitor network status from the cloud server to the users.*
- *Maintain and monitors hosted emails and webs.*
- *Supports clients with cloud-based software (MS Office 365)*
- *Troubleshoot in-house system issues like hardware and software.*
- *Printers and Scanners troubleshooting and Maintenance.*
- *Internet Connection Troubleshooting*

RMG (Resource Management Group) Staff - IT Specialist

Springer International, Inc. (September 2017 – March 1, 2018)

Developed systems to be used by the company, maintain and monitor the consistency of the company's internet connection, troubleshoot network and hardware issues. Printers and Scanner troubleshooting. Maintain all its IT product and works inside the company. Also act as an Administrator.

REFERENCES:

Giovanni Taborada

IT Manager - Cebu

Enshored Inc.

7th Flr, 1Nito Tower, Archbishop Reyes Avenue, Cebu City, 6000

0917-862-6583

Marilyn P. Dumagsa

HR Manager

Filinvest Land Inc.

2F Grand Cenia Residences, Archbishop Reyes Ave, Cebu City, Cebu

0906-595-1522

Dexter Rodulfo

Head - IT Department

Infotouch Systems, Inc.

114 Amorsolo St., 2/F Don Pablo Bldg, Makati City, 1229

0977-815-2686

Mr. Bronson So

RMG Manager

Springer International, Inc.

Dragon Bldg, Pascor Dr. Parañaque, 1740

0917-701-7335
