

## WORK EXPERIENCE SHEET

**Instructions:** 1. Include only the work experiences relevant to the position being applied to.

2. The duration should include start and finish dates, if known, month in abbreviated form, if known, and year in full. For the current position, use the word *Present*, e.g., 1998-Present. Work experience should be listed from most recent first.

- Duration: March 1, 2023 – present
- Position: Desktop Support Engineer
- Name of Office/Unit: Information Technology Department
- Immediate Supervisor: Giovanni M. Taborada
- Name of Agency/Organization and Location: Enshored Inc. / Cebu City
  
- List of Accomplishments and Contributions (if any)
  - Implement Biometrics System for Attendance and Door Access
  - CCTV System Maintenance and Monitoring
  - Desktop Installation and Upgrade
  
- Summary of Actual Duties
  - Liase 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.
  - Performed 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 emails 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.

- Duration: October 1, 2018 - March 1, 2023
- Position: IT Technical Support Engineer
- Name of Office/Unit: Information Technology Department
- Immediate Supervisor: Sam Wong Jr.
- Name of Agency/Organization and Location: Filinvest Land Inc.

- List of Accomplishments and Contributions (if any)

- Developed Local Inventory Management System
- Install/Setup Access Points inside premises.
- Desktop Installation and Upgrade

- Summary of Actual Duties

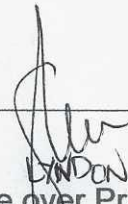
- Installation & configuration of the company's computer hardware, operating systems and applications.
- Maintenance and monitoring of computer networks and systems.
- Logging the queries of customers and employees.
- Analysis of call logs in order to discover any underlying issues and trends.
- Diagnosing and solving hardware and software faults.
- Testing and evaluating new technology.
- Performing electrical safety checks on the company's equipment.
- Responding to call-outs in a timely fashion.
- Following instructions, either written or in diagram form in order to setup a system or fix a fault.
- Remote configuration.
- Ticket Handling: monitor filed IT related concerns (through the system, email, telephone and personal)
- Acknowledge and clarifies customer inquiries, requests, or complaints to ensure that needs are identified, documented and addressed.
- Perform administrative functions and inventory control as required.
- Set-up and testing of Videocon facility.
- Technical support during events facilitated by HR and the branch



- Duration: March 1, 2018 - October 1, 2018
- Position: Jr. Network Engineer
- Name of Office/Unit: Information Technology Department
- Immediate Supervisor: Dexter Rodulfo
- Name of Agency/Organization and Location: Infotouch Systems Inc.
- List of Accomplishments and Contributions (if any)
  - System Implementation on Client's Site (CCTV, Biometrics, PA, AP, Cabling & etc)
- Summary of Actual Duties
  - On-site support for clients that needs physical attainment of IT personnel.
  - Prepare Documentations for Projects to be implemented.
  - Manage and Maintain network consistency of client's business.
  - (As NOC) monitor network status from the cloud servers.
  - Maintain and monitor hosted web and emails.
  - Support clients with cloud-based software (MS Office 365)
  - Troubleshoot in-house system issues arises (hardware and software)
  - Printer and Scanners troubleshooting and maintenance.
  - Internet connection troubleshooting

- Duration: September 1, 2017 - March 1, 2018
- Position: IT Staff
- Name of Office/Unit: Information Technology Department
- Immediate Supervisor: Bronson So.
- Name of Agency/Organization and Location: Springer International Inc.
- List of Accomplishments and Contributions (if any)
  - Developed In-house applications (Login System)
  - Database Management
  - Desktop Installation and Upgrade
- Summary of Actual Duties
  - Installation & configuration of the company's computer hardware, operating systems and applicatio
  - Developed systems that can be used by the company, maintain and monitor the consistency of the internet connection, troubleshoot network and hardware issues. Printer and Scanner troubleshooting. Maintain all it's IT equipment and functions inside the company.

**Attachment to CS Form No. 212**

  
 SHAWN LONDON MACHINES  
 (Signature over Printed Name  
 of Employee/Applicant)

Date: DECEMBER 3, 2024