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CompTIA A+ and ITIL V3 Certified  
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## MARK IAN JOSEPH ACEDILLO

### CAREER OBJECTIVES

To be a part of a challenging Organization that provides generous opportunities for learning and development in the field of IT, Administration or Customer Service Representative and Sales.

### QUALIFICATION SUMMARY

**Knowledgeable** on diagnosing computer hardware, software and peripherals.  
**Proven ability** to determine answers and solutions quickly.  
**Highly skilled** in providing information regarding products and services of the company.  
**Able** to multitask and work well under pressure.  
**Maintain** customer records by updating customer's account information.  
**Recommend** potential products or services to management by collecting customer information and analyzing customer needs.

### CORE COMPETENCIES

**Team player** with a desire to learn new skills and make continual improvements.  
**Ability to work cooperatively and collaboratively** with all levels of employees, management and external agencies to maximize performance, creativity, problem solving and results.  
**Proactive** and ability to implement agreed actions, **Strong analytical skills** and attention to details, always maintain self-discipline and proper organization.  
**Willingness to work flexibly** to ensure all key deadlines and targets are achieved, Innovates dynamic and productive ways to work more effectively.  
**Can work** with minimum supervision and capable of **working under time pressure**.  
**In-depth** knowledge on hardware and software **troubleshooting**.  
**Can build** small office network infrastructure including termination, installation and maintenance.

### CERTIFICATE AND TRAINING

**ITIL v3 Certificate** – ITIL Foundation  
**CompTIA A+** - CompTIA 801 and 802  
**CompTIA Network+** and **Security+**  
**National Certificate II** - Computer Hardware Servicing  
**AREN COMPUTER SERVICES** – Computer Systems Training



## PROFESSIONAL EXPERIENCES

### LIFELINE TPA, SHARJAH – UAE

#### ADMIN/IT SUPPORT - OCTOBER 2015 – PRESENT

Providing Support regarding Technical Issues.

Troubleshooting Printers, Desktop and Network Connections.

Assisting other Departments in administrative works.

Printing medical cards for our clients.

Recording and Managing all the claims sent by our Network Provider.

### CENTER FOR INTERNATIONAL TRADE EXPOSITION AND MISSION, PHILIPPINES

#### ON THE JOB TRAINEE - OCTOBER 2012 – JANUARY 2013

Computer assembly and maintenance

Hardware and Software installation and troubleshooting

People support and IT Service Desk

### V MOBILE BUSINESS CENTER CALAPAN ORIENTAL MINDORO

#### MOBILE MERCHANDISER - MAY 2010 – SEPTEMBER 2012

Maintaining and providing comprehensive product information to customer

Understanding and demonstrating product support and customer service

Displaying good listening skills to identify customer needs

Replenish stocks and maintain high standards of merchandising by ensuring we had a good attractive display and correct price.

Working closely with sales team to achieve personal and department/store objectives.

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## TECHNICAL SKILLS

Knowledgeable in Adobe Photoshop CS6 and Video Editing

HTML & CSS, WordPress, Mysql, PHP

Install Computer System and Networks

Installation for various computer applications and programs

Diagnose and Troubleshoot Computer System

Configuration of Windows OS 7/8

Assemble and Disassemble System Unit

**Strong Knowledge** in MS Word, Excel and PowerPoint

Excellent communication and written skills

Excellent problem solving and critical learning skills

Excellent time management skills and leadership qualities

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## EDUCATION

### BACHELOR OF SCIENCE IN INFORMATION SYSTEM

Divine Word College of Calapan - 2009 – 2013

### SECONDARY SCHOOL

Divine Word College of Calapan - 2005 – 2009



**PERSONAL  
INFORMATION**

**Name:** Mark Ian Joseph Acedillo  
**Age:** 23 years old  
**Date of Birth:** March 29, 1993  
**Civil Status:** Single  
**Nationality:** Filipino  
**Visa Status:** Residence Visa

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**REFERENCES**

**ALADIN SIA**  
Accounts Manager, LG Electronics  
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