

KRIZEL LEICA R.CATALAN

La Playa Azul Subdivision, Dagupan City, Pangasinan
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SUMMARY

Motivated IT Support professional with a solid foundation in hardware/software troubleshooting, system maintenance, and basic network configuration. Skilled in antivirus installation and user support, with strong problem-solving and communication abilities to ensure smooth IT operations.

EXPERIENCE

Management Information System Office - LGU of Dagupan City **January 2025 - April 2025**

IT Support

- Assist with installing, configuring, updating, or maintaining software and hardware.
- Help with computer issues, software errors, login problems, printer/network issues, and other IT-related concerns.
- Installed and configured antivirus software to ensure system security.
- Performed preventive maintenance and troubleshooting on laptops and desktop computers.
- Set up and managed basic network configurations to ensure smooth connectivity.

Speed Scientific and Laboratory Supply

November 2020 - Present

Customer Support Representative

- Responds to inquiries, complaints, and concerns
 - Answers customer emails, chats, and social media messages
 - Assists customers with orders and payments
 - Provides product or service information
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EDUCATION

Bachelor of Science in Information Technology

June 2021- July 2025

Major in Web Development

PHINMA - University of Pangasinan

- Computer Programming, Networking, Data Structures and Algorithms, Information Security, Database Management Systems, System Engineering, Web Development
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ADDITIONAL INFORMATION

- **Programming Languages & Tools:** React, Javascript, PHP, Tailwind CSS, MongoDB, MySQL, Figma.
- **Technical Skills:** Frontend Development, Hardware & Software Support, UI/UX Design, Backup & Recovery, Network Configuration & Maintenance
- **Soft Skills:** Attention to Detail, Problem-Solving, Critical Thinking, Adaptability
- **Certifications:** Google UX Design, Google Cybersecurity, Sololearn Web Dev Certificate, Google Digital Marketing,