



Delfin A. Carlos Jr.

Contacts

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Skills

- Hardware and Software Troubleshooting
- Network Configuration
- IT Technical Support
- Front-end Development
- Back-end Development
- Bootstrap
- Cloud Platforms (AWS, dropbox, and google cloud)
- Web Hosting (Infinityfree, Godaddy)
- Tunneling (Ngrok)
- PHP, Python, Java, C#, Flutter
- Hard Working, Adaptability, Learning Agility, Curiosity, Time Management, Integrity, Self-Motivated, Teamwork, Critical Thinking, Research Skills

Languages

- English
- Filipino

IT professional and Cum Laude graduate with hands-on experience in IT support, help desk operations, and software-related tasks across corporate and healthcare environments. Skilled in troubleshooting hardware and software issues, managing service tickets, and providing timely support to end users both remotely and onsite. Also experienced in developing and using scripts for data processing, automation, and improving workflow efficiency. Demonstrates strong problem-solving abilities, attention to detail, and adaptability in fast-paced settings, consistently delivering reliable technical and software-driven solutions.

Work experience

Apr 2019 – Jul 2020

IT Intern (On-the-Job Training)

Converge ICT Solutions Inc., Pasig

- PC disassembly and reassembly
- PC Setup and Reformatting
- Upgrading and Replacing RAM and SSDs
- Hardware and Software Troubleshooting
- IT Support
- Assigning Domain
- Inventory
- Monitored system performance logs to identify and resolve software glitches, enhancing overall application responsiveness and user satisfaction.

May 2024 – Sep 2024

IT Intern (On-the-Job Training)

Infocom Technologies Inc., Makati

- Installing/Updating Tools and Applications
- Network Configuration
- Monitoring of Ticket
- PC disassembly and reassembly
- PC Setup and Reformatting
- IT Support
- Assisted in troubleshooting hardware malfunctions to restore device functionality promptly, improving overall equipment availability and user productivity.

Aug 2025 – July 2026

IT Help Desk (Hybrid: Technical Support)

The Medical City, Ortigas (Outsourced via Systemantech)

- Installed and configured business and clinical applications (Muse, SAP, LIS, ISCV, Medavis, Syngo).
- Provided first-line support for IQVIA/Polaris systems and user access issues (account unlocks, password resets).
- Managed inventory items, item codes, tariffs, pricing, and UOM updates.
- Handled user access provisioning for stores, wards, and departments.
- Supported patient data processes (profile merging, visit closure, SOA cancellations).
- Assisted with LIS and Syngo system support, including remote troubleshooting and printing issues.
- Installed and supported VPN (FortiClient, Menlo) and managed system credentials (network and email).

- Managed tickets using Halo system, including escalation to Level 2 support.
- Provided technical support via email, Microsoft Teams, Telephone, and onsite.
- Supported Zoom meetings and virtual session setups.
- Developed Python scripts to automate tasks and manipulate data in Excel (data cleaning, validation, and reporting).
- Resolved hardware and printer issues (Brother, HP, Epson, Zebra barcode printers), including paper jams, toner replacement, and maintenance.
- Configured and mapped network drives according to departmental requirements.
- Troubleshoot Microsoft 365 applications.
- Processed equipment condemnation and asset transfer documentation.
- Traced IO ports in IDF locations and coordinated with the network team for activation and VLAN configuration.
- Assisted with internet connectivity issues, including MAC and IP address reservation.
- Provided IT support during executive boardroom meetings to ensure stable network connectivity and presentation readiness.

Education

Jan 2020 - Aug 2024

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY
University of Makati

- Cum Laude
- Project-Based Learning Defensed – “MakVille Rentals”
- Design and Analyze Secure Network System (Coursera)
- Cybersecurity Certification (ISC2)
- Algorithmic Toolbox (Coursera)
- Best Security Design (School Thesis)

Jan 2018 - Aug 2020

Computer Programming
University of Makati
Dean's Lister

Projects

- Heron’s Cart – E-commerce website,
- Makville Rentals – House rental website,
- Mang Delfin’s NMT – Network monitoring tool,
- Intellicam – CCTV system with facial recognition and web interface,
- Playwright Automation Tool – NetSuite data extraction automation (Freelance Project)
- Kiosk System – Developed for University of Makati (Freelance Project),
- GrowCab – Mobile learning management application (Freelance Project)
- Endorsement Tracker – Endorsement system developed for The Medical City
- GDCO for Orlando – ADA accessibility enhancement and WAVE compliance remediation. (Freelance Project)
- HIS Automation Tool – Automated account unlock and password reset process for The Medical City HIS system.