



Jezrel Palabrica

Entry-Level IT Technician

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SUMMARY

Detail-oriented IT student specializing in Computer Systems Servicing, with hands-on experience in hardware installation, Windows configuration, and troubleshooting. Skilled in diagnosing technical issues, supporting users, and applying structured problem-solving methods in IT environments.

**RELEVANT
EXPERIENCE**

- Hardware assembly, upgrades, and repair
- Windows OS installation and configuration
- Troubleshooting hardware/software performance issues
- LAN setup and basic networking support
- Documentation of technical issues and resolutions

**PROFESSIONAL
EXPERIENCE****IT Support Training (Computer Systems Servicing
Coursework)****Perpetual Help Technical Training Institute Inc.**

- Completed hands-on training in computer hardware assembly, OS installation, and system configuration
- Diagnosed and resolved hardware and software issues through structured troubleshooting procedures
- Applied proper documentation practices to track and solve technical problems efficiently
- Improved system usability by assisting peers and family with device setup and optimization
- Strengthened Windows system proficiency through continuous technical practice

EDUCATION**Samar National School**

Senior High School - Computer System Servicing (CSS Strand)
Philippines | Graduated: April 2025