

JOHN LEOVY ESCANER GARCIA

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Career Objective

Motivated and hardworking IT professional seeking a challenging position in a reputable organization where I can contribute my skills in IT support, troubleshooting, and system maintenance.

Education

Computer and Electronic Technician

Baliuag State University, Bulacan, Philippines | 2011 – 2013

High School

Collegio De Sto. Niño De Bustos, Bulacan | 2007 – 2011

Primary School

Collegio De Sto. Niño De Bustos, Bulacan | 2001 – 2007

Work Experience

- **IT Support Officer SAC Healthcare – Doha, Qatar**
Feb 2024 – May 2025
 - Provided hardware and software support to users across the organization
 - Managed Active Directory accounts, permissions, and backups
 - Performed system troubleshooting and resolved LAN/WAN connectivity issues
 - Maintained IT asset inventory and technical documentation
 - Assisted in onboarding and basic staff IT training
- **Sales Personnel Al Sulaiman Jewellers – Hamad International Airport, Doha**
Jan 2022 – Jan 2024
 - Assisted customers and managed display setup
 - Handled paperwork, inventory reports, and audits
 - Coordinated with management for daily sales operations
- **Data Encoder Malolos Municipality LGU – Bulacan, Philippines**
July 2021 – Dec 2021
 - Scheduled COVID-19 vaccination appointments
 - Encoded patient records accurately and followed up via calls
- **Data Encoder Philippine Arena Mega Swabbing Facility – DOH**
Sep 2020 – Feb 2021
 - Encoded patient info and ensured accuracy before swab processing
 - Coordinated with management for operational updates

- **IT Assistant Caniogan Credit Development Cooperative Inc. – Malolos, Bulacan**
Jan 2020 – Aug 2020
 - Maintained and troubleshoot systems and networks
 - Installed and updated software and supported daily tech issues
- **Storekeeper / Customer Service Bulk Food and Stuff – Abu Dhabi**
Jan 2017 – Dec 2019
 - Handled stock records, customer assistance, and product promotions
 - Maintained clean and organized storage
- **Technical Support / IT Assistant Ideaserv Systems Inc. – San Juan City**
Jan 2015 – Dec 2016
 - Provided technical support, maintenance, and troubleshooting
 - Assisted in software installations and network issues

Technical Skills

- Hardware & Software Troubleshooting
- Networking: LAN/WAN, TCP/IP, DNS, DHCP
- Microsoft Office Suite (Word, Excel, PowerPoint)
- Active Directory, Printer Setup, Remote Support Tools
- Email Configuration, Data Backup, Virus Removal

Strengths

- Friendly, approachable, and customer-focused
- Hardworking and goal-driven
- Works well individually or as part of a team
- Familiar with basic inventory (FIFO)
- Able to drive motorcycle and car (AT/MT) – License in process

Training

Click-G Computer Service & Repair
Bagong Nayan, Baliuag, Bulacan | Oct – Dec 2012

Character References

Mr. Engr. Azzam Ali
Senior IT Officer – SAC Healthcare
+974 5599 3171

Ms. Evangeline Jacob, D.M.D.
Administrative Officer – PH Arena Mega Swabbing Facility
+63 998 862 8135

Ms. Ma. Amalia Palapal
Board of Director – Caniogan Credit Cooperative
+63 932 846 9194