



**Timothy Louie S. Sebastian**  
**IT OPEARATIONS**  
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Diligent in technical operations with over 1 year of IT OPERATION and passion for solving technical concerns. Also passionate about usability and possesses working knowledge of Software Web Programming using Vs Code and knowledge of using Java Script. Interested with challenging opportunities where I can leverage my technical skills and knowledge for the growth and success of the organization.

### Technical Stack

- Level 1 Basic trouble shooting of networks
- Trouble shooting of networks and VPN
- Hardware and software troubleshooting
- Knowledge in Active Directory
- Microsoft M365
- Remoting of work tools security
- Remoting of IP addresses and printers
- System's configuration
- Fortinet VPN Log Access

### Technical Support, Intern (2022)

- Troubleshooting machines such as desktops, printers, and photocopier.
- Troubleshooting of every employees Desktop

### EDUCATION

- Bachelor of Science in Computer Science  
OLFU LAGRO QC (2014-2023)

### EXPERIENCE

#### Dispatching team in Magsaysay Corportation (December 2022- April 2023)

- Deployed as a Dispatcher in a manning company who process the documents and contract of every Seafarers who will be aboard in different shipping vessels.
- IT OPERATIONS – FIRST DATA CORP (May 2023 – December 2023)  
Deployed at AXA Philippines as an End User Support that are the first one who reach out the level 1 and 2 concern of the clients to help them to get rid of their problems software and hardware and mostly about their stability of their networks onsite and work from home.