JOEL BANDIOLA

Napindan Taguig City NCR | +63 928-542-7741 | hello@joelbandiola.com | linkedin.com/in/bandiolajoel

EXPERIENCE

iScript International Inc.
IT Specialist

Poblacion, Makati City
Jan 2024 - Present

- Designed/developed websites using no-code tools: Mobirise, WordPress, Godaddy, Elementor etc.
- Oversaw the management, updates, and maintenance of multiple websites to ensure optimal functionality and performance.
- Facilitated the onboarding process by creating user profiles and installing necessary applications on company devices.
- Maintain accurate IT inventory records to ensure all company equipment was properly accounted for.
- Delivered remote technical support to employees and leadership, diagnosing and resolving hardware and software issues to minimize downtime.
- Implemented Google Credential Provider for Windows (GCPW) and optimized Google Workspace to enhance device authentication, security, and overall productivity.
- Researched and recommended innovative tools and technologies aligned with company objectives, leading to streamlined workflows and measurable operational improvements.

Bank of the Philippine Islands
Technical Support Officer

Buendia, Makati City
Sept 2023 – Nov 2023

- Provide technical support for the BPI Virtual Store by raising and managing all technical concerns through the Service Desk and Service Portal.
- Oversee and manage inventory to ensure accurate tracking and availability of resources.

Sanofi-Aventis Philippines (Strategic Networks, Inc.)
IT Infrastructure
IT Helpdesk Engineer

Buendia, Makati City
Sept 2022 – May 2023
Mar 2020 – Nov 2022

- Provide Support to all Business Unit. Assist all end user and BU Heads and VIP's in all scope regarding technical hardware and software issue Onsite and Remote.
- Creating ticket/request number, Escalate and assigning concerns/issues to respective proper support group to resolve the issue (Incident and Request Management). L1 and L2 Helpdesk Support.
- Manage IT assets using ServiceNow, including annual physical inventory, asset tracking, disposal, and processing asset-related tickets and requests.
- Oversee the provisioning of laptops, mobile devices, and peripherals for new and departing users.
- Provide technical support for onsite and offsite events, town halls, meetings, and webinars.
- Maintain and manage workstations, meeting rooms, laptops, tablets, and mobile devices for end users.
- Maintain strong relationships and effective communication with existing IT vendors.
- Supervise and manage staff under the Infrastructure and Operation Support team.
- Manage and maintain Active Directory, including user account creation, permissions, group policies, and troubleshooting directory-related issues to ensure secure and seamless access.
- Other basic application support: SAP, COMPASS, ULTIMUS, BEAMS, and ONE CRMPrinter Access, Door and ID Access.

Systemantech Inc.
Technical Support Officer

Santa Mesa Heights, Quezon City
Aug 2019 – Nov 2019

- Served as an IT reliever for various clients, providing on-site support to address immediate IT requirements and ensure business continuity.
- Diagnosed and resolved hardware and software issues promptly, both in-person and remotely, minimizing downtime for client operations.
- Managed and monitored ticketing systems across multiple client sites, ensuring accurate issue tracking and timely resolution.

Golden Arches Development Corporation (McDonald's)
Service Crew / Maintenance

Paseo de Roxas, Makati
February 2018 – May 2019

EDUCATION

Computer Engineering Technology
Rizal Technological University

Maybunga, Pasig City
May 2019

ADDITIONAL

Other Technical Skills : Social Media Setup & Management; Web Design & Development (Domain registration, Hosting, Wordpress, System.io, Goddady, Elementor, Breakdance); Graphic Design (Figma, Photoshop, Illustrator)
Language : Fluent in Filipino; Conversational Proficiancy in Endglish
Certification : Introduction to Google Workspace Administration; Pipefy Process Automation Certification