IRISH BIGONIA

Networking / Technician

CONTACT

📞 +501 636-2640

✉ ibigonia11@gmail.com

📍 88 Master Street, Belmopan, Belize

EDUCATION

Our Lady of Guadalupe Highschool
Business
2013-2017

University of Belize
Associates Information Technology
October, 2025

SKILLS

- Networking & IT Support
- Hardware & Software Troubleshooting
- Database Management
- Microsoft Office Suite
- Customer Service & Technical Assistance
- Inventory & Workspace Organization
- Problem-Solving & Analytical Thinking

LANGUAGE

- English
- Tagalog
- Spanish

REFERENCES

Samuel Vaughan - +501 628-0053
High School Teacher

David Cocom - +501 822-0397
Assistant Manager/Supervisor at the National Heritage Library

Emmerson Castillo - +501 615-2963
Manager of Food & Beverage at the Mahogany Bay Village

PROFILE

Dedicated IT professional with experience in networking, technical support, and database management. Proven ability to troubleshoot hardware/software issues, optimize IT infrastructure, and provide top-notch customer service. Strong analytical thinker with a passion for technology and problem-solving.

EXPERIENCE

Immigration Department - Junior Technician
Feb 2025 – May 2025

Mountain View Blvd., Belmopan

- Installed and configured network cables, printers, and biometric systems.
- Conducted inventory checks and asset management, improving workflow efficiency.
- Provided fieldwork support at border stations for equipment setup and troubleshooting.
- Key Achievement: Praised by supervisors for completing tasks with high accuracy, adaptability in dynamic environments, and growth in technical decision-making.

The Office Gurus - Call Center Agent
Jan, 2024 -Sep, 2024

David L. Mckoy Business Center, Bliss Parade, Belmopan

- Managed inbound and outbound calls using NICE CXone dialer.
- Assisted customers by redirecting calls to appropriate departments.
- Provided troubleshooting assistance for service-related issues.

Reimers Feed Mill - Veterinary Pharmacist
March, 2022 - July, 2022

Forest Dr, Belmopan

- Dispensed medications and ensured proper dosages for animals.
- Managed pharmaceutical inventory and maintained records.

Transparent BPO - Call Center Agent
June, 2021 - Dec, 2021

Hummingbird Hwy, Belmopan

- Handled customer inquiries regarding health insurance policies.
- Used Five9 dialer to connect customers with licensed agents.

Rum and Bean Café - Barista
Jan, 2020 - Dec, 2020

Mahogany Bay Village, Ambergris Caye

- Prepared and served beverages while ensuring excellent customer service.
- Managed end-of-shift sales reports to maintain accurate records.

Southwind Properties - Real Estate Agent Assistant
Jan, 2019 - Jan, 2020

Coco Beach Resort, Ambergris Caye, Belize

- Scheduled meetings and prepared property listings.
- Provided administrative support for real estate transactions.

Invictus Solutions Limited - Call Center Agent
Jan, 2018 – Jul, 2018

Hummingbird Hwy, Belmopan

- Assisted customers with product inquiries and order tracking.
- Processed refunds, discounts, and resolved customer complaints.

National Heritage Library - Database Organizer
Jan, 2018

Mountain View Blvd., Belmopan

- Digitized and updated records for improved database searchability.
- Assisted in large-scale document scanning projects.

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University's Lab Monitor Technician
Aug, 2017 - Dec, 2017

Jaguar Building, Hummingbird Ave, Belmopan
- Supported students with IT troubleshooting and software usage.
- Maintained lab equipment and assisted with technical issues.

Sunny City Supermarket - Warehouse Assistant
Jun, 2017 - August, 2017

3883 Mountain View Blvd., Belmopan
- Maintained inventory, stocked products, and ensured proper organization.
- Kept workspaces clear and safe for employees and customers.

EXPERIENCE

OLOGH Business Fair - Business Plan Preparer
May, 2017

Belmopan
- Created detailed business plans for school business fair projects.

Belmopan City Council - Assistant
April, 2017

Mahogany Bay Village, Ambergris Caye
- Assisted in processing trade licenses and data entry tasks.

PROJECTS

Networking Project
- Disassembled and reassembled computer systems as part of a networking project, ensuring proper functionality and using BIOS settings to verify successful boot-up.

Data Structures Project
- Implementing Huffman Encoding, which involved writing and testing code to efficiently compress data, with detailed explanations for each code segment.

Hardware Fundamentals
- Researched a given topic for a Hardware Fundamentals course, producing a comprehensive report and delivering a detailed presentation on findings.

AWARDS & SCHOLARSHIPS

- Received a scholarship for pursuing an Associate's Degree in Information Technology, recognizing academic excellence and dedication to studies.
- Achieved second place in IT class during high school for outstanding academic performance.