

ABOUT ME

Remote Technical Support Specialist with extensive experience supporting Enterprise and Consumer Internet Service Providers, Retail, Sales, and Hospitality technology systems. Skilled in selling Fibre Broadband plans and mobile phone subscriptions, as well as managing and configuring network devices. Experienced in diagnosing and resolving internet connectivity and phone line issues, while coordinating and escalating cases to the appropriate service teams when necessary. Demonstrates strong organizational, communication, and customer service skills, with a proven ability to deliver timely and effective technical solutions. Committed to enhancing client satisfaction, improving operational efficiency, and providing high-quality technical support in fast-paced environments.

SKILLS

NETWORK TECHNOLOGY

AWS

CISCO, ROUTER SWITCH.AP

PROJECT MANAGEMENT

ITIL

CUSTOMER SERVICE SUPPORT

TECHNICAL SUPPORT SERVICE

OFFICE 365

LINK

LinkedIn:
[linkedin.com/in/debe-calendro-6377ab8a](https://www.linkedin.com/in/debe-calendro-6377ab8a)

LANGUAGE

ENGLISH

COURSES

ACTIVE DIRECTORY GROUP POLICY LAB (ONLINE TRAINING)

UDEMY

APR 2024 - APR 2024

EXCELLENT SERVICE AWARD WORKSHOP EXCELLENT SERVICE AWARD

MAY 2021 - MAY 2021

COMPUTING FUNDAMENTAL OF CLOUD SINGAPORE SOCIAL MOBILE 1 SINGAPORE (M1) PTE LTD (ONSITE)

FEB 2011 - MAR 2024

SCIENCE DEVELOPING INFLUENCING SKILLS TO ACHIEVE SUCCESSFUL OUTCOMES

MARKETING INSTITUTE OF SINGAPORE W/ CERT

JAN 2020 - JAN 2020

CERTIFIED IN IT-NGI-3035-1 INSTALL CONSUMER NETWORKING COMPONENT

NTUC LEARNING HUB

JUL 2018 - JUL 2018

NICF: MTA NETWORKING FUNDAMENTALS (NTUC LEARNING HUB 2017)

NTUC LEARNING HUB

JUL 2017 - JUL 2017

MICROSOFT CERTIFICATE NTUC LEARNING HUB BRASBASA SINGAPORE

JUN 2017 - JUL 2017

CERTIFIED PC NETWORK & ADMINISTRATION PROGRAM COURSE INCORPORATED (ONSITE)

AUG 2007 - MAY 2009

ITIL V4 (ON GOING SELF REVIEW)

[HTTPS://WWW.UDEMY.COM/COURSES](https://www.udemy.com/courses)

FEB 2024 - FEB 2025

REFERENCES

FRANKLIYN GOOTING (SUP) M1 LIMITED PTD LTD

T: T:6655 1111 / 8281 8288

D-LINK SINGAPORE INTERNATIONAL PTE LT (oniste)

T: T: +65-6622-9362

E: info@dlink.com.sg

ORCHID CYBER TECH INCORPORATED OCSI INC. OFFICE 21 st Flr Robinson Equitable tower Ortigas Center Pasig City

T: T:(02-635-6447)

ALORICA PHILIPPINES INC.

T: T: +63 2 914-3711

EDUCATION

CERTIFIED IN IT-NGI-3035-1 INSTALL CONSUMER NETWORKING COMPONENT

NTUC LEARNING HUB /

2017

NICF: MTA NETWORKING FUNDAMENTALS (NTUC LEARNING HUB 2017)

NTUC LEARNING HUB /

Brasbasa Singapore /

2017

MICROSOFT CERTIFICATE NTUC LEARNING HUB /

Brasbasa Singapore /

2017

CERTIFIED PC NETWORK & ADMINISTRATION PROGRAM COURSE INCORPORATED (ONSITE) /

Pasig City /

2009

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION MAJOR IN MANAGEMENT INFORMATION SYSTEM

AMAcc Biñan/Philippines /

Biñan Laguna /

2003

ITIL V4 (ON GOING SELF REVIEW)

HOBBIES

ONLINE SELLING,BAKING DROPSHIPPING, RUNNING, CYCLING, AND ONLINE GAMING.

DEBE ASPERA. CALENDRO

REMOTE TECHNICAL SUPPORT SPECIALIST/ ENTERPRISE TECHNICAL HELP DESK/ CONSUMER TECHNICAL SUPPORT RETAILS AND SALES/

Phase 2A Larecendencia De Santa Rosa, Mesa homes drive santa rosa laguna, Santa Rosa Laguna Philippines, 4026, Philippines

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dbjazcoma@gmail.com

WORK EXPERIENCE

LIVERTON NETWORKS NEW ZEALAND (REMOTE)

Auckland

Jun 2024 - May 2026

Remote Technical Support Engineer

- Acted as remote technical support for Liverton Networks (ISP) and Liverton AWS Kiosk, Hospitality, addressing Internet connectivity, Assa Abbloy products.
- Identified and responded to user needs, requests, and technical issues in a timely manner, escalating complex problems to appropriate service teams.
- Assisted customers from HighEnd hotels, institutions, and other establishments with issues related to Smart Check User account and Password requests for check-in in check-out details error and POS remote function.
- Responded promptly to service issues and requests via email and IT Support ticketing systems such as Zoho Desk, CRM and Service Now and Xerox for PO.
- Network and Device Management
- Configured and managed Access Points (APs), routers, and switches using tools such as Ubiquity, Unifi Controller, Observe Monitoring, Main Unifi Controller, and Ruckus Controller Cluster, Smart Check Saas and PaaS AWS system
- Monitored server statuses across multiple realms (High End Hotel, Condo, Apartment Villa, University School throughout New Zealand to ensure uninterrupted service
- Install remote software using AnyDesk and TeamViewer like Assa Abbloy Vision line, 3G lock service, PowerShell script, KMS server navigation in Hotel Main PC, and service Laptop.
- Reporting and Administration
- Process Purchase Orders, Quotes, and Sales Orders for some Physical items of the hotel
- Created detailed sales orders for door locks, devices, and replacement parts using Zoho CRM.
- Managed and organized email correspondence efficiently using the Knossos system.
- Generated end-of-day operational reports utilizing the Selenium system.
- Compiled monthly client reports detailing average data consumption for entire sites.
- Collaboration and Communication
- Maintained open communication with internal teams and external service providers to ensure swift issue resolution.
- Creating Project management using Confluence, such as instructions, articles, Videos, etc.
- Delivered excellent customer service through phone and email support, addressing queries and resolving concerns efficiently.
- * Generating Purchase order, Scheduling onsite visit with 3rd party contractors.

- Troubleshoot Windows, macOS, and Linux client issues using remote access and diagnostic tools

M1 LIMITED PTE LTD (ONSITE)

Singapore

Feb 2011 - Mar 2024

Consumer Technical Support/ Retail Pre Sales/ Enterprise Technical help desk monitoring

* 2021 to March 2024: Enterprise Help Desk Support / Government Technical Support/Asia Pac M1/AWS

- Prioritized tasks such as attending 1st-level monitoring, managing downtime, processing change requests, and escalating Wireless@SGx connection alerts (free Internet in SG). Handled emails and incoming calls for key agencies, including Government Technologies, Singapore Police Force, HDB, MOE schools, LTA Bus Stations. Conducted remote diagnostics of ONT Modems, APs, Switches, and Routers using tools like U2000, Prime, CISCO SDWAN, Putty, and Ransnet Portal . Responded to incidents via ServiceNow while adhering to SLAs.. Escalated and scheduled appointments with Level 2 Field Engineers for onsite visits to replace APS, ONTS, or Router Switches.

- Supported Asia Pacific Technology operations and Amazon Web Services (AWS) environments by creating and managing tickets for hardware-related escalations, including PSU, HDD, and file transfer issues. • Assisted with AWS Active Directory account administration, including account creation, password reset, password changes, and Organizational Unit (OU) management.
- Provided technical support and assistance for Microsoft 365 and Office 365-related inquiries, including user access, email configuration, and application troubleshooting.
- Performed physical installation, configuration, and testing of 4G and 5G routers, including Huawei and Fortinet/FortiGate devices, prior to deployment in MOE schools during internet service disruptions and downtime scenarios.
- Conducted troubleshooting and validation testing to ensure stable connectivity and operational readiness of network equipment before deployment.

2011 to 2021: Escalation Level Support / Consumer Technical with Pre-Sales Representative

- Troubleshoot and managed escalation cases related to Fiber Broadband, Cable, and ADSL connectivity and maintenance issues.
- Assisted customers with Value-Added Services (VAS), including phone line add-ons, AppleCare processing, handset warranty concerns, and mobile service support. • Configured and supported various networking devices and internet setups, including Asus, Mesh, Linksys, and TP-Link routers, mobile broadband connections, desktops, and laptops.
 - Provided remote technical troubleshooting and diagnostics for broadband customers, resolving connectivity, network, and service-related issues efficiently.
 - Coordinated with third-party contractors such as NetLink Trust and OpenNet to schedule onsite visits for signal line checks and infrastructure-related concerns.
 - Managed service faults, created escalation tickets for major outages, and assisted in resolving server-related issues using ServiceNow and Web+ CRM systems.
 - Supported Wireless@SGx escalations, including mobile phone setup, Wi-Fi troubleshooting, and reporting access point issues in hospitals, schools, and community centers (RCs).
 - Collaborated with internal departments and handled technical escalations using tools such as U2000 Client for Fiber monitoring, NetLink Trust Portal, and Value-Added Service systems.
 - Provided remote desktop support using LogMeln for system optimization, malware removal, software troubleshooting, and security enhancement tasks.
 - Represented the company during roadshows and customer engagement events by providing technical guidance, product education, and customer assistance.

* Awards and Recognition: Excellent Service Award (Gold): 2021, 2020- Excellent Service Award (Silver): 2017, 2019

JUN 2017 - JUL 2017

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D-LINK INTERNATIONAL PTE LTD SINGAPORE (ONSITE)

SINGAPORE JUN 2009 - NOV 2010

Singapore Juornng East

Jun 2009 - Dec 2010

Technical Support | RMA Support

- Technical Support Representative
- Hired as a Technical Support Representative, provide Basic and Advance Level of support for Wireless & Networking Routers, Switch, IP Camera, Storage Device, Wireless Adapter etc.
- Responsible in creating case using CRM, ESCALATE issue and providing RMA ticket number when needed to the customer.
- Responsible in Trouble shooting D-link Devices that has a Technical Issue such as Internet connection problem, Wireless Security problems using 802.11 n/g/b/a, WEP, WPA-PSK, Upgrade Firmware, creating administrative password, File and Printer Sharing, Remote Desktop, Remote Management, Filtering, Email & Notification, FTP setting up router a console Xbox & PS 3 etc, MAC Filtering VOIP Routers, VPN modem/routers, ADSL, Advance DNS, Share Port Utility using Windows XP Vista & 7, MAC OS X 10.5.8 Dynamic DNS Modem connection, Access Point, TCP/IP, DNS, DHCP connection, Static IP connection, PPPOE connection, sharing files, folders, and printers on the network.
- Responsible of using Lotus Notes, VLC Reports, Providing Ticket Reports to the next Shift.
- Strong work ethic & works well under pressure when encounter Irate customer when it comes to Technical Issue & services.

ORCHID CYBER TECH

Ortigas Philippines

Jul 2007 - Jun 2009

ADSL/ IPTV ISP consultant

- Worked as a Technical Support Representative for Australian ISP accounts including TPG and Telstra, providing technical assistance for Dial-up, ADSL1, and ADSL2+ internet services.
- Assisted customers over the phone with installation, setup, and troubleshooting of modems, routers, IPTV, TCP/IP, DNS, FTP, VoIP, softphones, POP3, and various email clients such as Outlook Express and Microsoft Outlook.
- Delivered Level 1 Help Desk support by responding promptly to technical issues and ensuring timely resolution of customer concerns.
- Provided accurate real-time troubleshooting and technical guidance for internet connectivity and network-related concerns for Australian customers.
- Escalated unresolved or complex technical issues to the appropriate support teams in a timely manner.
- Maintained schedule adherence, productivity targets, and compliance with company procedures, policies, and training requirements.
- Demonstrated strong customer service, communication, and troubleshooting skills while handling high-volume support environments.

ALORICA PHILIPPINES

Pasig City

Nov 2005 - Jul 2007

Technical Support Representative Level 2 tech

- Hired as a Technical Support Representative in which the main duty is to trouble shoot and give instruction to customer on how to install there Internet connection using router, modem and other wireless device, specifically Dlink brand.
- Member of Level 2 Advance Device Team in which priority is to configure Multi Media device such as Surveillance Camera, Print Server, Media Server / Media Lounge, Media Storage.
- Responsible in giving step by steps procedure to the customer on how to configure Computer's (Windows XP/2000, ME,98,95, MAC OS 10), Network settings, Wireless settings, 802.11g/b/a, IEEE,QOS, TCP/IP settings, Local Area Network, Wide Area Network, Firewall, FTP, SMTp, POP 3, HTTP, DNS, Voice Over IP, AVAYA, File Transferring, Dynamic Connection, PPPOE connection, Static connection, Opening of port, Xbox configuration, PS 2 configuration, Vonage, Wireless Pro/LAN Intel Chip set.
- Able to configure the following device (DI-524 Wireless Router 802.11G, DI-604 Broad Band Router, DFE-530TX+ PCI LAN card adapter, DWL-G510 Wireless PCI LAN card adapter, DWL-132 USB Wireless Adapter.
- Familiar in some Internet Service Provider in the US namely (Bell South, Verizon, ATnT, SBC Yahoo, Comcast, AOL).
- Familiar in different kinds of Modems namely (Motorola, RCA, DCM-207, Westel, 2 Wire, Siemens Speed Stream, Arris).

AMERICAN DATA EXCHANGE CORP

Las Piñas City

Nov 2004 - Jul 2005

Research Analyst/Document Controller/Transcription Modifier

- Responsible in Business Process Engineering, Data Collection, Data Management & its division is established & to provide organization with a single source for high quality, time-bound business process solution.
- Responsible in Researching, Controlling & Collecting different types of legal document such as mortgage, legal property etc.
- Records and documented all the data that was collect from a specific website that was given from the Internet by Mean of out Sourcing.
- Conduct in-depth literature and data research to support reports, briefs, and decision-making documents

TESTECH PHILIPPINES INC

Cabuyao Laguna

Science Park 2, Bo

Diezmo

Nov 2003 - Jul 2004

MIS Technician/ Facilities Maintenance Tech

- Hired as MIS/Repaing assistant in which Responsible for maintaining and repairing 30 to 50 Computer and 2 Server such as Windows 2000 Server, XP, 98 by means of Hardware & Software Solution.
- Installing and Configuring of Network component such as modem, hubs and switch.
- Records all repair and maintenance work done on the equipment and facilities including spare parts, materials and supplies used for purpose monitoring and analyzing equipment performance, inventory control and maintaining an accurate database.
- Responsible for Updating Files in Every Computer, Responsible in maintaining the connection of Local Area Network around the Building.
- Maintaining E-mail and configuration over the Internet.
- Responsible in Configuration of Outlook Express in case virus appeared.
- Responsible in Repairing Trouble shoot Network Printers etc.