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#### EDUCATIONAL BACKGROUND:

##### COLLEGE

- Diploma in Information Technology  
STI College Taft Avenue, Manila - (Year Graduated 2009)
- Computer Technician  
Xavier Technical Training Center Corporation - (Year Graduated 2010)

##### HIGHSCHOOL

- Philippine Women's University - Junior Middle Division  
Taft Avenue, Manila - (Year Graduated 2007)

##### ELEMENTARY

- Philippine Women's University - JASMS  
Taft Avenue, Manila - (Year Graduated 2003)

#### SKILLS AND QUALIFICATION:

- Background in various Software Application and Operating Systems: Windows XP, Windows Vista, Windows 7, Windows 8, Windows 10, Windows 11, Mac, Centos 7, Microsoft Word, Excel, Power Point, Outlook 2003, 2007, 2010, 2016, Office 365, Azure, Data Centre, Jira, Confluence, Kayako, RSA, VPN, VDI, Active Directory, Exchange, Service Now, Remedy, DHCP, DNS, TCP/IP, SCCM, PowerShell, Kaseya, IT Glue, BMS, Autotask, ConnectWise (RMM, Automate, Manage, Connect), Datto RMM, Backup, Alerts, Cisco Meraki, Security, Firewall, AWS, Avaya, 3CX, Salesforce, Zendesk, One Drive, SharePoint, OneLogin, F5, Hyper V, Google Workspace/GSuite
- IT Engineer, Service Desk Engineer, System Analyst, System Administrator, System Engineer, NOC Engineer, Technical Support Engineer, IT Project Coordinator, and Application Support.
- Has experience in MSP (Managed Service Provider), MSS (Managed Security Services), B2B, In-House IT, BPO/ITO (Information Technology Outsourcing), KPO (Knowledge Processing Outsourcing), Infrastructure, Global Support, FinTech (Financial Technology), and Shared Services.
- ITILv3 trained and Datto RMM Practitioner Certified.
- I have experience repairing computers.
- I have experience in network cabling.
- I have experience being an IT Dispatcher, L1, L2, L3, SME, supervisor, and a manager.
- Has 14 years of overall experience in the BPO/IT industry
- 7 years of experience as a Customer Service Representative (CSR)
- 7 years of experience as a Technical Support Representative (TSR)
- 7 years of experience in IT roles
- Good Communication Skills (English, Filipino).

- Eager to gain new knowledge.
- Performs duties and responsibilities confidently.
- Determined and always ready to accept corrections.

## WORK EXPERIENCE

- Freelance (Computer Technician)/Computer Shop (Owner/Manager) – (November 2010 – To present)  
Duties and Responsibilities

Manage all day-to-day and long-term business operations, which include opening and closing shops, all sales and service work, all financial transactions, invoicing, purchasing, shipping, and receiving.

My tasks include maintaining computer systems, troubleshooting errors, and repairing the organization's hardware. I utilize my knowledge of networking and software applications to provide technical support to both employees and customers, either onsite or remotely. Clients include anyone who requires assistance with their computers.

- Optum – (September 2020 – April 2021)  
Service Desk Analyst  
Duties and Responsibilities

Provides support for basic incident resolution and requests reported to the division service desk. Responsibilities include initial assessment, triage, research, and resolution of basic incidents and requests regarding the use of application software products and/or infrastructure components. Is responsible for collecting information through customer conversation, accessing support tools, and additional support staff (service resources) if needed. Problems beyond our scope of ability or responsibility are resolved by promptly engaging other service resources from facilities, divisions, corporate groups, or the corporate service desk.

Skills: Windows 10, Windows 11, Mac, Centos 7, Microsoft Word, Excel, Power Point, Outlook 2003, 2007, 2010, 2016, Office 365, Azure, Data Centre, Jira, Confluence, Kayako, RSA, VPN, VDI, Active Directory, Exchange, Service Now, Remedy, DHCP, DNS, TCP/IP, SCCM, PowerShell, Kaseya, IT Glue, BMS, Autotask, ConnectWise (RMM, Automate, Manage, Connect), Datto RMM, Backup, Alerts, Cisco Meraki, Security, Firewall, AWS, Avaya, 3CX, Salesforce, Zendesk, One Drive, SharePoint, OneLogin, F5, Hyper V, Google Workspace/GSuite

- Volenday – (October 2019 – March 2020)  
IT Engineer L1/L2/L3  
Duties and Responsibilities

Design, install, and maintain a company's computer systems. We are responsible for testing, configuring, and troubleshooting hardware, software, and networking systems to meet the needs of the employer.

Skills: Windows 10, Windows 11, Mac, Centos 7, Microsoft Word, Excel, Power Point, Outlook 2003, 2007, 2010, 2016, Office 365, Azure, Data Centre, Jira, Confluence, Kayako, RSA, VPN, VDI, Active Directory, Exchange, Service Now, Remedy, DHCP, DNS, TCP/IP, SCCM, PowerShell, Kaseya, IT Glue, BMS, Autotask, ConnectWise (RMM, Automate,

Manage, Connect), Datto RMM, Backup, Alerts, Cisco Meraki, Security, Firewall, AWS, Avaya, 3CX, Salesforce, Zendesk, One Drive, SharePoint, OneLogin, F5, Hyper V, Google Workspace/GSuite

- Syntel Philippines – (September 2017 – October 2019)  
Service Desk Analyst Level 1/Level 2  
Duties and Responsibilities

Provides support for basic incident resolution and requests reported to the division service desk. Responsibilities include initial assessment, triage, research, and resolution of basic incidents and requests regarding the use of application software products and/or infrastructure components. Is responsible for collecting information through customer conversation, accessing support tools, and additional support staff (service resources) if needed. Problems beyond our scope of ability or responsibility are resolved by promptly engaging other service resources from facilities, divisions, corporate groups, or the corporate service desk.

Skills: Windows 7, Windows 10, Windows 11, Mac, Centos 7, Microsoft Word, Excel, Power Point, Outlook 2003, 2007, 2010, 2016, Office 365, Azure, Data Centre, Jira, Confluence, Kayako, RSA, VPN, VDI, Active Directory, Exchange, Service Now, Remedy, DHCP, DNS, TCP/IP, SCCM, PowerShell, Kaseya, IT Glue, BMS, Autotask, ConnectWise (RMM, Automate, Manage, Connect), Datto RMM, Backup, Alerts, Cisco Meraki, Security, Firewall, AWS, Avaya, 3CX, Salesforce, Zendesk, One Drive, SharePoint, OneLogin, F5, Hyper V, Google Workspace/GSuite

- ATOS Philippines – (October 2015 – September 2016)  
IT Helpdesk/NOC  
Duties and Responsibilities

Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. Respond to queries either in person or over the phone. Respond to email messages for customers seeking help.

Oversee complex network components and we are responsible for network management. We perform troubleshooting daily. We maintain the network, servers, and telecom equipment in an organization.

Skills: Processing request or work order, Remedy, Windows XP, Windows 7, Active Directory, RSA Account Creation and Setup, VLAN, POWERSHELL, SCCM, DHCP, DNS, TCP/IP, Citrix, VPN, VDI, Password Reset, Microsoft Office Application Troubleshooting, Internet Explorer Troubleshooting, Distribution List Creation/Adding Members/Remove/Delete/Disabling, Shared Mailbox Creation/Adding Members/Remove/Delete/Disabling, Shared Drive Adding/Removing/Disabling, Account Disabling/Enabling, Password Reset, Kayako, Confluence, Jira, Exchange, Office, Centos 7, Monitoring Linux Servers

- The Results Companies – (January 2013 – December 2013)  
Technical Support Representative  
Duties and Responsibilities

Handle incoming technical calls from customers by listening, analyzing, troubleshooting, and resolving technical issues related to voice, internet, or data installation and connectivity.

Skills: Configuration/Activation/Troubleshooting of different kinds of phone from our client which virgin mobile prepaid service

- IPLUS Intelligence Network Inc. (January 2012 – January 2013)  
Technical Support Representative  
Duties and Responsibilities

Handle incoming technical calls from customers by listening, analyzing, troubleshooting, and resolving technical issues related to voice, internet, or data installation and connectivity.

Skills: Configuration/Troubleshooting of modem WIFI of PLDT (Residential/Business Clients), Create ticket and escalate to a technician for unsuccessful troubleshooting

- Philippine Women's University – (November 2010 – May 2011)  
Technical Staff/Data Encoder  
Duties and Responsibilities

We solve and troubleshoot issues related to desktop computers, laptops, and other types of computers. When computers encounter operational difficulties, we, as computer technicians, diagnose and fix the problems. While some minor issues can be resolved independently through research and understanding of computer functionality, more complex problems may require expert assistance.

We input data, which may include lists, numbers, text, personal medical records, or forms. This data may be either new or existing and is generally edited thoroughly. Equipment may include electronic files, scanners and sophisticated electronics based on character recognition.

Skills: Windows XP, Windows Vista, Windows 7, Basic Server Maintenance/Monitoring, Assembling/Disassembling Desktop, Software Installation, Reformat