# Dexter



Dubai

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**CAREER OBJECTIVE**

I would like to take on an IT Service Desk/Helpdesk role or any position that would best suit my qualifications where my IT knowledge and Customer Service experience can be utilized to provide business solutions and contribute to the achievement of the team.

**SUMMARY OF EXPERIENCE**

* Has experience in installation, monitoring and maintenance of PCs.
* Has experience in LAN troubleshooting and network cabling.
* Knowledgeable with Remedy action request system.
* Has experience working in a Contact Center
* Has experience working with external and internal clients.

**WORK EXPERIENCE**

***Crawford & Company Broadspire Taguig, Philippines***

Crawford and Company Broadspire is the world's largest independent provider of claims management solutions to the insurance companies and self-insured entities.

***ICT Security Access Administration Analyst July 25, 2016 - Present***

* Perform user account management, including account creation, password resets, access provisioning and disabling user accounts when requested.
* Process access requests submitted through ticketing system and/or email according to standard desktop procedures and service level commitments.
* Document all actions and solutions according to standard desktop procedures.
* Provide telephone and/or email support related to access requests.
* Ensure user satisfaction, including taking ownership of open tickets and ensuring issues are fully resolved or re-assigned to next level for assistance.
* Help troubleshoot and resolve access-related issues.
* Keep coworkers and others informed of status of tickets.
* Escalate or assign issues to the relevant team as necessary.
* Prepare and distribute reports.
* Update knowledge base information.
* Ensure line management are immediately made aware of high priority or high impact issues.
* Manage, meet and maintain service levels and ensure all tickets are dealt with in accordance with the SLA and internal KPIs.
* Uphold the Crawford Code of Business Conduct at all times.

***Merlin Information Systems Taguig, Philippines***

Merlin is an expert in the delivery of high quality, personalized IT and Customer Support Solutions to the blue chip companies around the world.

***IT Service Desk Agent Nov 3, 2014 - June 2017***

* To provide 1st line technical support; answering support queries via phone and email
* To maintain a high degree of customer service for all support queries and adhere to all service management principles
* To take ownership of user problems and be proactive when dealing with user issues
* To log all calls in the ticket logging system
* Respond to enquiries from clients and help them resolve their hardware or software problems
* Continuously monitor incoming customer contacts including those made by any of the media available to Merlin's customers
* Continuously monitor outstanding calls and ensure that provision is made in case of your absence
* Support users in the use of computer equipment by providing necessary training and advice
* To allocate more complex calls to the relevant IT Support team member
* Ensure that all customer contacts are handled in a timely and effective manner and within the Service Level Agreements laid down by Merlin and Merlin's customers
* Identify any service related issues and escalate to the Team Leader

***Harte-Hanks Philippines Taguig, Philippines***

***Technical Support Representative – Motorola May 19, 2014 – Oct 29, 2014***

* Is the first point for chat support for Motorola customers
* Assist customers in troubleshooting Motorola cellphones / Bluetooth device issues
* Resolving customer issues with Android OS
* Escalate/Transfer calls to other Line of Business when necessary

**Coffey International Limited Manila, Philippines**

Coffey is a specialist professional services consultancy with expertise in geosciences, international development and project management.

***IT Support Analyst January 3, 2012 – August 30, 2013***

Reported to the IT Manager

* Is the first point for support calls for Coffey staff globally, received via phone / email / helpdesk tickets
* Provision of support to remote and office based staff. Maintenance of documentation relating to requests for support, cause of issue, FAQs and the research conducted to close tickets
* Provision of support for telephony and mobile communication devices / technologies
* Manage anti-spyware, anti-virus, anti-SPAM initiatives on all workstations
* Manage user accounts (create, rename, disable, delete, grant/revoke rights)
* Maintain software, PC asset and lease records / manage hardware end of lease processing
* Physical installation of all hardware and related equipment at both onsite and offsite premises
* Support all Network attached devices such as printers & scanners
* Co-ordinate hardware repair and replacement with suppliers and other vendors
* Manage the procurement of IT equipment
* Assist with the planning and implementation of new IT systems as directed

**Avon Cosmetics, Inc. Makati, Philippines**

Avon is an American international manufacturer and distributor of beauty, household and personal care products.

***Global Infrastructure Analyst September 2006 – December 2011***

Reported to the Global SupportCenter Manager

* Monitors the production networks and provides technical support.
* Coordinate resolution for production Infrastructure and Systems issues that are either discovered internally or escalated into the IT SupportCenter. The technician will perform the initial research on these issues, to open, close, update and reassign helpdesk tickets.
* Perform proper escalation of tickets/issues when necessary to the Manager, Level 3 or otherwise as required.
* Communicate directly with customers as required to provide status/notification of service outages.
* Utilize existing Methods and Procedures to troubleshoot and resolve alarms.
* Utilize internal web tools as part of troubleshooting techniques. (Knowledge Database, NETVIZ diagrams, Contact and Circuit Database.
* Perform various procedures and/or maintenance within the production environment.
* Troubleshoot all issues, access proper documentation, and report, escalate, and track issues with external provider and/or customer.
* Produce and distribute shift reports. Complete pre-determined jobs during assigned shifts (shift checklist).
* Ensure thorough turnover reports are communicated to relieving personnel (USA).
* Reports to IT Manager – Global SupportCenter (Manila)

**SQL\*Wizard, Inc. Makati, Philippines**

SQL\*Wizard, Inc. is an IT consulting company.

***Associate Technical Specialist September 2001 – August 2006***

Reported to the IT Manager (Manila)

* Provide technical support services to internal staff:
* Setup the PCs used by staff and students
* Install/upgrade Oracle/Microsoft software
* Perform general hardware maintenance
* Installation, monitoring and maintenance of Domain Controllers (Active Directory), ISA Server and other production servers
* Monitoring and maintenance of Oracle Collaboration Suite (OCS) Email Server
* Ensure high availability of IT related resources required by the staff and education LOB
* Provide security and protection from viruses for LAN, database and PCs used by internal staff

Client: Accenture (December 15, 2005 – February 28, 2006)

* Provide technical support for Accenture client (Celanese Corporation) in monitoring and maintenance of Exchange Server 2003
* Troubleshooting of Outlook 2003

***GamboaLagmanSarte Consulting, Inc. (GLS Consulting) Manila, Philippines***

GLS Consulting is an IT company.

***Technical Consultant*** ***April 1999 – July 2001***

Reported to the IT Manager

* Monitors and evaluates overall system to ensure optimum performance and make recommendations as needed
* Responsible for hardware inventory, monitoring and troubleshooting as well as the configuration, setup and deployment of computer units
* Provide direct assistance, information and technical resources to end-users

***Applications Programmer August 1998 – April 1999***

* Assist in Y2K for AS/400 Projects e.g. installation/evaluation of Y2K related objects for EATNA Life Insurance, Philippine Maritime Institute and Maxicare

# Certification

COMPTIA A+ Certified

Microsoft Certified Professional – Windows 2000 Server

# Training

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| October 2017 | Comptia A+ |
| Oct 2013-Jan 2014 | PayPal Trainee – ePerformax BPO and CallCenter |
| June 2011 | Personal Effectiveness Training |
| April 2010 | Information Technology Infrastructure Library - ITIL v3 Foundation |
| November 2005 | 2400 Implementing and Managing Microsoft Exchange Server 2003 |
| September 2004 | 2159 Deploying and Managing MS ISA Server 2000 |
| July 2003 | 1572 Implementing & Managing Microsoft Exchange 2000 |
| February 2003 | 2154 Implementing & Administering MS Win2K Directory Services |
| November 2002 | 2153 Implementing a MS Win2K Network Infrastructure |
| November 2002 | 2152 Implementing MS Win2K Professional & Server |
| October 2002 | 2151 MS Win2K Network & Operating Systems Essentials |
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**EDUCATION**

**PolytechnicUniversity of the Philippines** ***1990 - 1994***

Bachelor of Computer Data Processing Management

**TECHNICAL SKILLS**

* Manage user accounts in Active Directory
* LAN troubleshooting
* Microsoft Exchange server
* Microsoft Office - Word, PowerPoint, Excel & Access
* Knowledgeable in Photoshop editing

**PERSONAL INFORMATION**

* Fluent in English & Filipino
* Self-driven, team-oriented, hard working.
* Owns a small business making souvenir items e.g. t-shirts, mugs, button pins, puzzles, mouse pads