**Carlo**

*“I am an enthusiastic, self-motivated, reliable, responsible and hard working person. I am a mature team worker and adaptable to all challenging situations.”*

**Qualifications**

BSIT

Bachelor of Science in Information Technology

**Career Summary**

Technical Support Specialist IBM Global Process Services

IT Transition Specialist ANZ Bank

Technical Support Specialist ANZ Bank

Technical Support Engineer St. Lukes Medical Center

Globe Broadband Technician Philcox Philippines Incorporated

**Carlo.228451@2freemail.com**

**Skills**

* Knowledgeable in Active Directory
* Knowledgeable in Adobe Photoshop
* Capable to setup network LAN/WAN
* Cable wiring (straight and crossover)
* Folder sharing and hard drive sharing
* Website Hosting using Windows XP
* Knowledgeable in Ubuntu Desktop
* Capable to design static website (HTML)
* Network troubleshooting (Linksys router)
* Computer Literate (Microsoft Office, Windows and Linux)
* Desktop and Laptop assembly and hardware troubleshooting

 (Formatting or installation of OS like Ubuntu desktop, Windows 98, XP, Vista, Windows 7 and 8)

* Level 1 Certified Globe Broadband Technician

**Experience**

**Technical Support Specialist (Infrastructure Analyst)** Mar 2014 to Sep 2014

IBM Global Process Services (CITIBANK Account) – Philippines

* Provides first level application support via phone call and remote assistance.
* Ensures that reported issues are properly recorded, including the resolution used.
* Analyzes tracks and monitors all escalated issues, acts as a resolution owner and ensures that

 issues are properly resolved. Regularly checks for new issues/incidents raised by key users

* Escalates unresolved issues to other pre-identified support groups
* Analyzes impact, risks and effort needed to implement a change request
* Generates and analyze trending reports, recurring incidents, root-cause analyses and

 opportunities for systemic improvements to service results.

* Ensures that the technical knowledge base and technical documentations are kept current.

**IT Transition Specialist** Jul 2011 to Jan 2014

Australia and New Zealand Bank - Philippines

* Provide first level front line support (esp. bank applications)
* Ticket handling and issue resolution (Service Desk Management)
* Cable patching to switch
* Performed capacity/connectivity tests
* Ensuring all applications and peripherals are properly deployed. (Smoke testing and OAT/UAT)
* Desktop/laptop OS imaging using LAN connection
* Cisco IP phone configuration (Phone Model 7945)
* VPN configuration in laptop (checkpoint)
* Creating printer and scanner account (FUJI Xerox)
* Administering active directory and application deployment via AD (Netdeploy)
* Installation of different bank applications (Teradata, ICBS, Midanz, Citrix, MSOffice,

 MSCommunicator, SASSystem, Brio Explorer, ISeries, MSVisio, Murex Global, StorQM,

 Nice Recording and some web links application.

**On-the-Job-Training**

* Technical Support Staff Phoenix-one Knowledge Solution Incorporated Makati City

**Training Attended**

* PC Technician’s Best Practices
* Personal Computer Components
* Computer Troubleshooting
* Customer Service

**Seminar Attended**

* Adobe Photoshop, Mar 2009 Wonders of Linux , Mar 2008
* Digital Imaging, Mar 2008
* Dream Weaver, Jan 2008
* Shared drive mapping
* Installation of scanner and printer sharing (Dotmatrix, HP and Lexmark)
* Following patterns on required applications and tools given by the business
* Documentation on how an application works and specifies the application support for proper

 escalation to BAU support

**Technical Support Specialist** Oct 2010 to Jul 2011

Australia and New Zealand Bank - Philippines

* Desktop and laptop OS imaging from the server.
* Updates, tracks, and closes problems under his/her tower.
* Requesting new parts for defective desktop and laptop hardware and peripherals.(DELL)
* Researching trends and patterns in the problems users ask about.
* Performing technical troubleshooting, maintenance, and setup of hardware
* Provide 1st-level problem determination on problems reported by end-users
* Assist end-users in resolving the problem by guiding end-users on possible solutions

**Technical Support Engineer** Jan 2010 to Apr 2010

St. Luke’s Medical Center, Global City - Philippines

* Patching cable in Cisco switch
* Assist in installation of wireless Cisco router
* UPS and health care server monitoring(Sun Solaris)
* Installation of Picture Archiving and Communication System(PACS)
* Installation of local and network printers(Dot matrix, Laser, Colored and Label printers)
* Cable wiring and crimping CAT 6 and CAT 5
* Remote computers using VNC
* Joining computers to domain
* Assigning IP addresses by checking available IP to GUI of IPmanager
* Installation of application (DTS, PACS, CRMS, MS office, Open Office, Smart Card Reader, VNC,

 Antivirus (kaspersky 6.0)

**Globe Broadband Technician** Sep 2009 to Jan 2010

Philcox Philippines Incorporated – Philippines

* Troubleshoot computer and internet problems of the subscribers.
* Repair internet connection or phone problems.
* Installation of Globe broadband wireless and wired internet and telephone connection:

 - Huawei B933 Globe Wireless 3G Installation

- BM622 Globe WiMax Installation

- Prolink H5200 Globe ADSL Wired Installation