**CHARLES**

**IT Service Desk Analyst/BPO Professional**

**Status: Married**

**Nationality: Filipino**

**CAREER OBJECTIVE**

To contribute to the success and profitability of the company through my effort, expertise and experiences. To keep up with the cutting edge of technologies and to build a long-term career in IT, BPO and Customer Service with opportunities for career growth.

**SUMMARY**

* An experienced BPO (Business Process Outsourcing) Professional with **10** years solid experience in a Call Center Environment and have worked as an IT Service Desk Analyst, Technical Support and Customer Service Representative agent.
* Worked with different industries (Financial, Logistics, Consumer Electronics and Telecommunication) consistently meeting the company’s set KPIs.
* Contributed in sales increase by upselling products and services offered by the company.
* Can communicate with both technical and non-technical person written and verbal.

**WORK EXPERIENCES**

1. **Company : ETISALAT UAE**

Position : Technical Support/Customer Service (Prestige)

Inclusive dates: June 2015 to Present

**Duties and responsibilities:**

* Answered all incoming enquiries from end users via all contact channels in a courteous manner and resolved issues regarding Landline, Fibre and Wireless Broadband Internet services, IPTV, Smartphones and Blackberry with an average First Call Resolution score of 95%
* Accurately logged complaints in CIM tool and escalate to Tier 2 or Tier 3 Support.
* Scheduled technician dispatch or service center repair.
* Carefully analyzed billing disputes and process adjustments or refunds for customers.
* Supported end users in rolling out new applications, products and services.
* Supported the back office team by accomplishing delegated tasks.
* Increased sales by upselling Etisalat products and services.

1. **Company : SONY ANZ (Australia New Zealand) SYKES Asia Inc.**

Position : Technical Support/Customer Service Representative

Inclusive dates : February 2015 - June 2015

**Duties and responsibilities:**

* Answered all incoming enquiries from end users via all contact channels in a courteous manner and resolved technical issues regarding Sony TVs, Home Theatre Systems, Gaming Console, Laptops, Cameras and Mobile Products averaging 93% FCR score
* Accurately logged trouble tickets using CRM tool and escalate to Tier 2 or Tier 3 Support.
* Scheduled technician dispatch or service center repair.

1. **Company : Harbour IT Asia Australia**

Position : Service Desk Analyst L1 /L2

Inclusive dates : September 2014 – February 2015

**Duties and responsibilities:**

* Answered all incoming enquiries from end users via all contact channels in a courteous manner and resolved technical issues regarding Landline, VOIP, Fibre, and Satellite Internet Connection for Harbour ISP customers with 95% average FCR score.
* Performed Remote Desktop Support via Team Viewer for quicker and accurate resolution.
* Accurately logged trouble tickets in CRM tool and escalate to Network Infrastructure team.
* Scheduled technician dispatch or service center repair.
* Created and managed PPPOE accounts in Microtik.
* Regularly performed callbacks for ticket closure to meet target SLA.
* Supported end users in rolling out new applications, products and services.
* Increased sales by upselling networking and telecommunication products.

1. **Company : Samsung Electronic Australia (TRANSCOM Asia Philippines)**

Position : Technical Support/Customer Service Representative

Inclusive dates : February 2013 – September 2014

**Duties and responsibilities:**

* Answered all incoming enquiries from end users via all contact channels in a courteous manner and resolved technical issues regarding Samsung TVs, Home Theatre Systems, Mobile, Cameras, Desktops and Laptop products with 98% FCR score.
* Accurately logged trouble tickets in GCIC and escalate to Tier 2 or Tier 3 Support.
* Scheduled technician dispatch or service center repair.
* Supported end users in rolling out new applications, products and services.
* Increased sales by upselling Samsung products and services.
* Regularly assigned to floor walk to assist other call center agents.

1. **Company: RYDER Systems Inc. USA (Hinduja Global Solutions Philippines)**

Position: IT Service Desk Analyst

Inclusive dates: March 2006 – November 2011

**Duties and responsibilities:**

* Answered all incoming enquiries from end users via all contact channels in a courteous manner and resolved IT related issues with 90% FCR score.
* Worked closely with Level 2 and Level 3 Support teams.
* Provided hardware and software support (Setup Laptops, Desktops, Printers, Blackberry and Android devices).
* Troubleshoot Networking issues (LAN, Wifi and VPN) and performed Remote Desktop Support via LANdesk
* Performed password reset (Active directory, VPN, Pointsec, As400, mainframe, Lotus notes and other applications).
* Configured Lotus notes email client, MS outlook, network drives and printers.
* Accurately logged trouble tickets in Remedy system and escalate to Level 2 and Level 3 Support teams
* Handled Procurement requests.
* Supported end users in rolling out new applications, hardware and processes.
* Regularly performed callbacks for ticket closure to meet target SLA.
* Officer in charge during closing shift.
* Generated End of Shift report on a daily basis.

1. **Company: PRUDENTIAL FINANCIAL NETS77 USA (C-Cube Philippines)**

Position: IT Helpdesk Analyst

Inclusive dates: May 2005 – March 2006

**Duties and responsibilities:**

* Answered all incoming enquiries from end users via all contact channels in a courteous manner and resolved IT related issues with 85% FCR score.
* Worked closely with Level 2 and Level 3 Support teams.
* Provided hardware and software support (Setup Laptops, Desktops, Printers, Blackberry and Android devices).
* Troubleshoot Networking issues (LAN, Wifi and VPN) and performed Remote Desktop Support
* Performed password reset (Active directory, VPN, As400, mainframe, Lotus notes and other applications).
* Configured Lotus notes email client, MS outlook, network drives and printers.
* Accurately logged trouble tickets in Remedy system and escalate to Level 2 and Level 3 Support teams.
* Supported end users in rolling out new applications, hardware and processes.
* Handled Procurement requests.
* Regularly performed callbacks for ticket closure to meet target SLA.
* Nominated as Customer Call Champion

1. **Part time Computer Technician**

* Assembled new Desktop Computers / Fix and replace computer parts
* Reformat / re-install Operating system and applications
* Setup simple home network.

**SPECIAL SKILLS**

**Highly knowledgeable in the following applications:**

* Microsoft Windows 10, 8.1, 8, 7, XP, ME, 98, 2000, 95
* Microsoft Office 2003, 2007, 2010 and Outlook
* Visual Basic, C++, Assembly, CICS, dBase, Turbo Pascal, BASICA
* Microtik (PPPOE Server Client), Packetlogic (Satellite Server Client)
* Active Directory, Pointsec, Citrix, CRMs (Remedy, GCIC, Customer Screens, CIM)
* Lotus Notes 5.0 to 8.5, Sametime Connect 7, 7.5 and 8.5
* Bluezone, Attachmate (Mainframe and AS400 emulators)
* Landesk Remote Desktop Support, VNC Remote Desktop Support, Team Viewer, Motive
* PC Assembly / Laptop / Printer Troubleshooting (Dell, HP, IBM, OKIDATA, ZEBRA, XEROX)
* Basic Networking (ADSL, VPN, Wireless, TCP/IP, Fibre and Satellite, VOIP, IPTV), Router GUI Configuration
* Samsung and Sony AV Products, Laptops, Mobile and Gaming Console .

**Basic knowledge on the following applications:**

* Sametime meeting , Adobe Photoshop, Adobe Premiere 6.5, Adobe Pagemaker, Corel Draw 10, autocad 14

**EDUCATIONAL ATTAINMENT (TERTIARY EDUCATION)**

School :AMA Computer University

Project 8 Quezon City, Philippines

Degree : Bachelor of Science in Computer Engineering

Inclusive dates : 1998-2004

**SEMINAR AND ACTIVITIES**

* ISO 9001:2000 & QISMS Internal Auditor Course
* LCD and Keypad Interfacing and MPU Based Projects
* Fiber Optics

**INTERPERSONAL TRAITS AND ATTITUDE**

I am dedicated, resourceful, fun and a team player who can work under pressure with minimum supervision.

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

