Gerald B. Pangawas

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| Career Objectives | Dedicated and goal-oriented I.T specialist seeking for a position that will enable me to apply and develop my knowledge and skills that will lead me to an innovative work environment and will offer opportunity for my personal and professional growth and be globally competitive in the field I have chosen. |
| Summary Of Qualifications | Gerald B. Pangawas is an I.T Officer II & Administrative Staff II in the Core Business Staff (CBS) practice of Ernst & Young Philippines. He joined the firm in July 19, 2010.  He graduated with a Bachelor of Science in Information Technology (BSIT).  Gerald has 6 years of in-depth experience in system and technical application and has proven record of success diagnosing and resolving technical and administrative inquiries. Resourceful in the completion of projects, effective at multi-tasking, flexible and responds well in fast-paced, high-pressured environment.  Able to clearly understand problems and find positive solutions through use of troubleshooting, critical thinking, problem solving, teamwork and communication.  As an IT and administrative officer, his primary responsibilities are:   1. Handling IT and none IT related assets. 2. Providing first level support for hardware & software over phone, email and/or site visit. 3. Configuration, testing of hardware & software. 4. Record and resolve customer issues with proper history. 5. Monitoring and ensuring the good condition of all the IT related devices and equipment in all areas such as laptops and desktop computers, CCTV server and cameras, data server, network connection, and other equipment related to audio and video system; 6. Performing routinely maintenance to help prevent any possible technical problems and critical issues. 7. Editing and formatting financial statements and other important letters and documents of communication. 8. Supports more than 250 users in 3 different branches. 9. Ensure user satisfaction. 10. Communicate with field technicians to resolve issues whenever required. 11. Generates Time In and Out of employees. 12. Granting and monitoring of employees access cards   Other administrative jobs include:   1. FS (Financial Statements editing, formatting, printing and binding) RPS Role 2. Assisting other colleagues in I.T & none I.T related areas; 3. Answering and forwarding Calls 4. Flight bookings for executives and staff 5. Executive’s calendar booking and meeting rooms arrangement 6. Audio and Video room preparations, scanning and printing of public seminar materials 7. Handling and reporting turned-over IT related assets; 8. Monitor and improve technical equipment to enhance work efficiency of users; 9. Timely communication of detailed instructions in various areas of computer methods and configurations; 10. Maintaining assets’ efficiency to ensure quality work; 11. Extending assistance to clients during seminars and meetings; and 12. Verbal and written communication to suppliers |

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| Core Strengths | **Computer/ Technical Skills**   * QuickBooks for Enterprise Solutions Software Installation * Hardware\Software installation and troubleshooting * Laptop & Desktop parts repair and maintenance * Encoding and editing financial statements and other documents. * Lotus Notes and Outlook Mail setup * Proficient in Microsoft Office applications such as Word, Excel, and Power Point * Printer, Router, Scanning machine Configurations * Audio and Video Operating * Network Topology Setup * Network troubleshooting * Basic graphics designing and editing * IT security policies and procedures * Windows and Linux Operating system installation & Configuration * System testing * Data Back-up * Remote Desktop Assistance   **Personal/Soft Skills**   * Provides positive energy to the team * Able to work with minimal supervision * Focused on efficiency but prioritizes effectiveness * Easily adapts to new concepts and responsibilities * Focused on client satisfaction * Has established good interpersonal and communication skills, having dealt with a diversity of professional clients and staff members * Dynamic, open to positive change and willing to learn and acquire new roles and responsibilities * Proficient in documentation and communication (oral presentations, documenting reports, etc.) * Speaks English and Filipino * Can work proficiently in a computerized environment * Can work equally well individually or as part of a team * Excellent judgment and decision making skills * Able to cope with changing priorities * Flexible attitude and approach to work | |
| Personal Data | Age: 27 years old  Height: 5”6’  Weight: 62 Kgs  Civil Status: Single  Nationality: Filipino  Birth date: October 24, 1988 | |
| Educational Background | 2006-2010 Interface Computer College  Bachelor of Science in Information Technology  2010 QP Medical School  Medical Transcriptionist  2001-2005 Sta. Ana National High School | |
| Work Experience | I.T Professional 2 \ Administrative Officer  Ernst & Young Philippines  July 2010 – July 2016  CCS Technician  SMARTMATIC – Automated Election 2010 of the Philippines  May 2010  Computer Cafe  Attendant/Technician – Davao City, Philippines  May 2005 – February 2010 | |
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| Trainings/ Seminars Attended | Information Security Essentials ( Ernst & YoungParticipant)  Ubuntu Linux (Participant)  Review Class for Hardware Servicing (Participant)  Smartmatic – CCS Technician Training for the Automated Election 2010 of the Republic of the Philippines (Participant) |  |

**Job Seeker First Name / CV No: 1800912**

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