Eliezer Anthony Villagracia Jr

# Objective

Solutions-Focused Profession with over 26yrs experience providing rapid and client focus Technical support to over 3000+ users. Can demonstrated capacity to identify root causes of varying technical understanding. Well versed in variety of common operating systems, applications and hardware with a proven ability to master new tools and technologies quickly. Have an outstanding dedication towards users illustrated by multiple compliments and awards.

# Education

* Polytechnic University of the Philippines, Santa Mesa, Philippines
* Electronic Communication Engineer (1988)
* Computer Technician and Computer Programmer –Datamex Computer School, Makati, Philippines

# Experience

## 4 January 2016 – June 3, 2016

### Desktop Support Team Lead | Ocwen Financial Corporation | Philippines

Team Lead/Supervisor role is handling complain and compliment from users within our sister Ocwen Financial Corporation, case monitoring of Desktop Support Technician, planning schedule for 24x7 support, making sure in daily basis that SLA is being meant. Acting as Site Manager and directly reporting to the IT Director with regards to daily operation of the user support. Create/Modify account/access using Active Directory and Microsoft Exchange server.

Interview possible candidate for Desktop Support Technician (Field Engineer)

Solving complicated issue of my Desktop Support Technician that they could not handle or resolve. Handle Inventory records for desktop, laptop and accessories that has been issued to users.

Mentoring Junior Desktop Support Technician in their day to day duties and roles.

Involve in Office365 migration of the company.

Attending daily, weekly and monthly with client to make sure SLA was meant and achieve.

Submitting weekly MBR to our country manager and presenting in our weekly stand-off

Proving MOM (meets of meeting) with solution/action plan

Commissioning desktop/laptop to client to be use in daily operation using re-imaging software like Norton Ghost/Acronis

Making sure the SCCM process is being followed by the book

MaintainPrinters/Scanner for daily operation.

## 14 July 2014 – 5 January 2015

### Senior Desktop Engineer | HCL Insys Pte Ltd | Singapore

Team Lead/Supervisor role is handling complain and compliment from users from SOE Project in LTA Singapore, case monitoring of agent, planning schedule for 24x7 support, making sure in daily basis that SLA is being meant. Acting as supervisor and directly reporting to the Operation Manager with regards to daily operation of the user support. Create/Modify account/access using Active Directory and Microsoft Exchange server.

Interview possible candidate for Desktop Engineer (Field Engineer)

Solving complicated issue with my Desktop Engineer could handle or resolve.

Attending weekly and monthly with client to make sure SLA was meant and achieve.

Proving MOM (meets of meeting) with solution/action plan

Commissioning desktop/laptop for agent to use in daily operation using re-imaging software like Norton Ghost/Acronis

Making sure the SCCM process is being followed by the book

MaintainPrinters/Scanner for daily operation.

Maintain backup computer for email handling and escalation.

## 1 November 2012 – 6 July 2014

### Senior Service Desk Engineer | Hewlett Packard Singapore Pte Ltd | Singapore

Team Lead/Supervisor role is handling complain and compliment from users from SOE Project in MOM Singapore

Respond to escalated incident tickets and reports from users on IT related products and services

Determine the problem based on users’ description of the issue reported

Talk to users on phone and do necessary trouble shooting to determine cause and resolve issue

Document all reported incidents – identify trends to assist in future problem resolution

Do proper escalation to higher management if necessary.

Well verse in ITIL process and procedure.

Conduct training to new Service Desk Agent regarding process, procedures and SLA of client.

Attend meeting/training in client side if there is a new process and procedure as well as new application to be implemented.

Monitor agents performance (KPI) using logging system and on the spot call monitoring of each agent.

Submit report to supervisor with each agent’s performance and action plan.

## 12 June 2006 – 31 October 2012

### Senior Service Desk Engineer | Xcellink Pte Ltd | Singapore

Team Lead/Supervisor role is handling complain and compliment from users from SOE Project in WDA, IPOS, and A-Star Singapore

Respond to escalated incident tickets and reports from users on IT related products and services

Determine the problem based on users’ description of the issue reported

Talk to users on phone and do necessary trouble shooting to determine cause and resolve issue

Document all reported incidents – identify trends to assist in future problem resolution

Do proper escalation to higher management if necessary.

Well verse in ITIL process and procedure.

Conduct training to new Service Desk Agent regarding process, procedures and SLA of client.

Attend meeting/training in client side if there is a new process and procedure as well as new application to be implemented.

Monitor agent’s performance (KPI) using logging system and on the spot call monitoring of each agent.

Submit report to supervisor with each agent’s performance and action plan.

## 1 January 2006 – 11 June 2006

### IT Solution Specialist | GMP Recruitment Service (S) Pte Ltd | Singapore

Answer incoming calls from user’s end and assist them to diagnosing incidents in the shortest time (first level support)

Document all reported incidents – identify trends to assist in future problem resolution

Do proper escalation to resolver group if could not be resolve over the phone.

Well verse in ITIL process and procedure.

Using logging tools such as Remedy to log incident report

Handles email of user with issue and provide step by step resolution via email.

## 4 April 2001 – 31 December 2005

### Helpdesk Team Lead/Supervisor | EPS Computer Systems Pte Ltd | Singapore

Team Lead/Supervisor role is handling complain and compliment from users, case monitoring of agent, planning schedule for 24x7 support, making sure in daily basis that SLA is being meant. Acting as supervisor and directly reporting to the Helpdesk Manager with regards to daily operation of the user support.

Create/Modify account/access using Active Directory and Microsoft Exchange server.

Conduct interview to possible candidate for helpdesk agent position.

Solving complicated issue with my Helpdesk agent could handle or resolve.

Attending weekly and monthly with client to make sure SLA was meant and achieve.

Proving MOM (meets of meeting) with solution/action plan

Commissioning desktop/laptop for agent to use in daily operation using re-imaging software like Norton Ghost/Acronis

Making sure the SCCM process is being followed by the book

Maintain Printers/Scanner for daily operation.

Maintain backup computer for email handling and escalation.

## 17 May 2000 – 6 March 2001

### Computer Engineer/Mechanical Supervisor | DAELIM Phils., Inc.| Philippines

Maintain all computer and data of the computer with regards to our project in Ilijan Power Plant in Batangas City, Philippines.

Transmit data and documents in our Korea head office using their in-house application.

Making sure all data and documents have been properly disseminated to our sub-contractors and engineers for actual production.

Aliasing with our main contractor for the proper hand over of data and documents.

## 08 May 1999 – 09 May 2000

### Computer Engineer | DAELIM Engineers & Contructors | Formosa, Malio, Taiwan

Maintain all computer and data of the computer with regards to our project in Formosa Malio, Taiwan for Co-Generation Project.

Transmit data and documents in our Korea head office using their in-house application.

Making sure all data and documents have been properly disseminated to our sub-contractors and engineers for actual production.

Aliasing with our main contractor for the proper hand over of data and documents.

## 1 August 1998 – 7 May 1999

### Computer Engineer/Owner | EPV Computer Center | Philippines

Do preventive maintenance of some SME with our region.

Creating accounting program using FoxPro

Sales and Maintenance of computers and printers

Installation of LAN or WAN within their company

## 28 November 1995 – 28 May 1998

### Computer Engineer/Manager | LODHI Computer Center | Saudi Arabia

Do preventive maintenance of some SME within our region.

Creating accounting program using FoxPro

Sales and Maintenance of computers and printers

Installation of LAN or WAN within their company

## 10 April 1993 – 25 November 1995

### Computer Engineer Head | Saud Abu Khouf Est. | Saudi Arabia

Do preventive maintenance of the company.

Creating accounting program using FoxPro

Computerization of the our sister companies and shops

## 12 April 1991 – 10 March 1993

### Computer Programmer/System Analyst | Saleh Al-Mutlak Al-Henaky Est. | Saudi Arabia

Do preventive maintenance of the company.

Creating accounting program using FoxPro

Computerization of the our sister companies and shops

## 6 October 1989 – 10 April 1991

### MIS Head | Country Export (Phil)Inc. | Philippines

Computerization of the company by implementing process and procedure for piece rate payroll.

Creating accounting program using FoxPro

Educating my data entry officer to make sure proper data and information has been given correctly.

Attending monthly meeting with the board of director with progress of the computerization and problem encountered with action plan.

# Skills

* Advance in ITIL Processes, Windows Operating System, Microsoft Office, IT Support, Networking Protocol, People Management, Hardware and Software Installation.
* Intermediate in Windows Servers, System Administration, Java Programming, VB Scripting, Exchange Server.

# Awards and Acknowledgments

* Best Senior Desktop Engineer in WOG project.
* Best Senior Service Desk Engineer in SOE project
* Best Helpdesk Team Lead in Hewlett Packard project
* Best Agent for FY02 and FY03

**Job Seeker First Name / CV No: 1825680**

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

