**KEVIN**

**KEVIN.328803@2freemail.com**

**IT Support – Customer Service Representative-Reservation Agent- Data Entry – HelpDesk Support**

**OBJECTIVE:**

To be a part of a global firm that shall make use of my qualification, technical skills and expertise as an IT professional and providing me with ample opportunity to grow and upgrade myself.

**SUMMARY OF SKILLS:**

* Expert with Microsoft Office Application.
* Knowledge with GDS system(Amadeus)
* Help Desk / Technical Support
* Hardware/Software Troubleshooting
* System Assembling/Upgrading / Maintenance
* Software installations and computer configurations
* Have knowledge in structured cabling for data networks.
* Knowledge in object oriented programming
* Knowledge in developing system using C# language using Microsoft Visual Studio
* Handles well with customers

**ACADEMIC QUALIFICATION:**

* **Diploma of Bachelor of Science in Information Technology at Holy Name University- Tagbilaran City, Bohol March 2016**
* IT Project thesis entitled: “Jimili-an Health Information System” – Scope: An integrated health information system for the used of the barangay health workers for the storage and easy access of health records of the people in the barangay.

**WORK EXPERIENCE:**

**CONVERGYS PHILIPPINES INCORPORATED(COMCAST ACCOUNT) AS CUSTOMER SERVICE REPRESENTATIVE JUNE 2016 – NOVEMBER 2016.**

* Resolve Customers problem through basic troubleshooting with regards to their internet, cable and phone services remotely.
* Gives general information regarding their services and their bill.
* Activating their services.
* Inputs records necessary for the customers profile.
* Relaying and transferring calls to the correct department if necessary.

**OJT AT AGC ( ALTURAS GROUP OF COMPANIES ) AS SUPPORT TECHNICIAN MAY 2015 – SEPTEMBER 2015.**

* Assist in the installation, configuring and troubleshooting, desktops, databases and networking while updating the system with the improved and latest technological tools to influence and increase the overall productivity and efficiency.
* Handled the operating system like windows XP, windows 2000 professional and advanced server, Windows 7, Windows 8 and Windows 10.
* Manage computer installations along with all related accessories and networking to ensure hassle free functioning of system. Updated users on maintenance tips for prolonged service life of machines.
* Network Installations.
* Troubleshooting of computer problems through remote desktop.

**Personal Profile:**

 **\*** Organized and dedicated with positive attitude.

 **\*** Goodcommunication skills**.**

 **\*** Having realistic, learning and professional approach.

 **\*** Analytical skills**.**

 **\*** Good presentation skills.

**CERTIFICATES:**

* Certificate in Advance Ticketing Course Amadeus,2017
* Certificate of Participation in 7th Bohol IT Congress, 2016
* Certificate of Participation in Job Knowledge Symposium, 2016
* Certificate of Participation in Rural Impact Sourcing, 2016
* Best Interviewee during the Mock Interview, 2016
* Certificate of Participation as an exhibitor during the TecHNUvate, 2016
* Certificate of Participation in Web Developer’s Guild Grand Convention, 2014
* Best in Product Knowledge for IP BELTWAY region and SIK training for Comcast Services, 2016

**OTHER DETAILS:**

 Date of Birth: January 15, 1994

 Place of Birth: Quezon City, Metro Manila

 Current Location: Abu Dhabi, UAE

 Driving License: Issue in the Philippines

 Visa: Tourist/ Visit Visa

 Expiry Date: February 2017

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