**[Xander.333314@2freemail.com](mailto:Xander.333314@2freemail.com)**



**XANDER**

**Objective:**

A results-orientated customer service professional with 5 years experience in IT support / Logistic, a reputation for building productive and positive relationships with diverse customers, IT resulting in improved customer retention and loyalty, proven ability to manage a high volume workload in a calm and constructive manner with a solid record of success in trouble shooting and problem resolution.

**Skills and Qualifications:**

* 5 years experience in IT support, which I achieve Analytical Technical Support representative adept at resolving complex network issues.
* Critical thinker who addresses customer support issues quickly and who consistently exceeds performance standards. Level-headed and calm in stressful situation with well-developed people skills.
* Having clear communication skills, persuasive, attentive, patience, and willing to learn new things are my finest attitude as a professional.

**Work Experience:**

**SourceHov (Project: Fed-ex International)**

# IT Support / Logistic Coordinator

Angeles City, Pampanga, Philippines

December 2013 to November 15, 2016

**Job Description:**

* Planned, assembled and installed computer systems in designated networks as per specifications.
* Installed and configured IT network components and assisted in the implementation of designed IT network configuration.
* Performed customer services on different firms’ departments and resolved hardware and software technical problems in the system elements after detailed analysis, including computer failures and software malfunctioning.
* Monitored and administered IT systems of firms and made recommendations to senior managers regarding hardware replacements, upgrades and new installations required.
* Provided solutions and technical guidance to clients facing technical issues and difficulties.
* Maintained records of hardware issues, performance and supplies.
* Reduced workstation set-up time by 50% by developing a disk-cloning procedure for streamlining OS system implementation and security properties configuration.
* Ensured customer satisfaction by analyzing shipments and proactively identifying potential issues for resolution.
* Maximized profits by effectively negotiating carrier pricing.
* Located carrier capacity by utilizing multiple carrier databases within operating system and web based applications.
* Manifest Air waybills, encoding information of the shipments at a given time which includes shipper, recipient’s information, origin, destination of the shipment, descriptions etc….
* Coordinated with freight forwarders to expedite documentation and ensure timely delivery of international shipments
* In charge of same day rush processing. Coded individual orders in IMDS and printed BOL's, invoices, picking/shipping labels and made sure all orders were picked, packed and shipped.

**Motorlandia Angeles**

# Marketing Assistant/Sales Coordinator

Angeles City, Pampanga, Philippines

September 2010 – October 2013

**Job Description:**

* Managing all the sales related activity of the company and Supports the field sales team.
* Handling a high volume of customer enquiries whilst providing a high quality of service to each caller. Resolving any sales related issues with customers.
* Tracking sales orders to ensure that they are scheduled and sent out on time.
* Effectively communicating with customers in a professional and friendly manner.
* Ordering and ensuring the delivery of goods to customers.
* Carrying out administrative tasks such as data input, processing information, completing paperwork and filing documents.
* Organizing sales promotional campaigns.
* Completing the administrative needs of the Sales Department.
* Making follow-up calls to confirm sakes orders or delivery dates.

**DRD Internet Cafe**

# Computer Technician

San Pablo Magalang, Pampanga, Philippines

June 26, 2009 to July 2013

**Job Description:**

* Install and perform minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.
* Set up equipment for shop use, performing or ensuring proper installation of cable, operating systems, and appropriate software.
* Repair and maintenance of the Computers.
* Installation of Applications and Software.

**Educational Attainment:**

**Bachelor of Science in Information Technology**

Pampanga State Agricultural University, Magalang, Pampanga, Philippines – 2016

**Personal Information:**

Age : 27 years old

Date of Birth : 04 April 1989

Place of Birth : Zamboanga City

Civil Status : Single

Language Spoken : English and Tagalog

Visa Status : March 20, 2017