FRANKLINE

[FRANKLINE.335154@2freemail.com](mailto:FRANKLINE.335154@2freemail.com)

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| **Date of birth** | **:** | **May 19, 1973** |
| **Age** | **:** | **43 years old** |
| **Marital Status** | **:** | **Married** |
| **Nationality** | **:** | **Filipino** |
| **Visa Status** | **:** | **eVisa valid until 14 March 2017** |
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| **Career Objective** |
| A challenging and rewarding position as I.T. TECHNICAL SUPPORT **or** any I.T. Position available. |
| **Profile** |
| Tech savvy and able to communicate well in both written and spoken English. Highly trainable and a fast learner. Able to handle problems and provide solutions in a timely manner. |
| **Technical Skills** |
| Software Database Programming using Foxpro, Visual Basic Programming, Visual Basic for Application, C/Turbo C, C++, Microsoft Office Excel, Word, PowerPoint and Outlook  **Hardware**  PC Troubleshooting, PC Assembly, LAN Installation & Configuration, PC Parallel/Serial Port Interfacing, routers, switches, hubs, DSL modems  **Environment**  Microsoft Windows XP/2000/Vista/7/8/8.1/10 |
| **Educational Profile** |
| TESDA COC1 Certified on Object Oriented Programming (2009)  Using Microsoft Visual Basic 6.0  Lyceum Of The Philippines, Intramuros, Manila (2002)  **B.S. Computer Engineer Undergraduate**    Canossa Academy, Calamba, Laguna (1990)  **High School** |
| **Career History** |
| **COGNIZANT TECHNOLOGY SOLUTIONS INC.**  **Systems Executive**  Building No. 10 Upper McKinley Road  McKinley Hill, Fort Bonifacio  Taguig City Philippines 1634  January 2015 to April 2016   * Troubleshooting and resolving computer issues over the phone or through email * Routing/Escalating tickets to the correcting department in case the issues are not resolvable by the service desk department * Monitor and follow up on escalated tickets to ensure that the issue is resolved * Ensure that the user is satisfied with the resolution * Educate the users about the cause of the issue and provide next steps |
| **CONVERGYS formerly DATACOM CONNECT Philippines**  **Tier 2 Technical Support Representative**  11th Floor, Commerce and Industry Plaza Campus Avenue Corner Park Avenue, McKinley Hill Fort Bonifacio, Taguig City 1634, Philippines  From October 2012 to January 2015   * Troubleshooting Microsoft Windows and Microsoft Office issues on End User computers over the phone and through email * Resolve PC safety, Malware and PC health issues * Follow up on resolve issues to ensure customer satisfaction before closing tickets * Educate users to ensure that issues will not reoccur * Scrub unresolved tickets and recommend solutions to ticket owners |
| **ALORICA PHILIPPINES INC formerly ADVANCED CONTACT SOLUTIONS INC.**  **Technical Support Representative**  ACS Plaza, Ground Floor, Senator Gil Puyat Avenue corner Tordesillas Street, Makati  From October 2010 up to June 2012   * Guide end users and technicians for initial setup of internet modems and/or routers * Troubleshoot internet connectivity issues over the phone * Accessing end user computers using a remote access tool and resolving software issues * Create tickets and escalate tickets to onsite technicians for facility repairs when necessary * Provide next steps, user training and educate users about the resolution provided * Ensures customer satisfaction by the end of the call |
| **NCO/RMH Teleservices Asia Pacific, Inc**  **Customer Service Representative**  2nd Floor Blue Wave Blg. Mall Sumulong Hiway Cor. Gil Fernando Ave. Marikina City  From October 2009 to April 2010   * Provide technical support for mobile phone users * Add calling and data features to network subscribers based on customer requests * Assist dealers in activating mobile phone services to their customers * Deactivate phone services based on dealers or customer requests * Ensure customer satisfaction all throughout the phone call |
| **WEST Contact Services Inc.**  **Technical Support Representative**  24TH Floor Exportbank Plaza Chino Roces Ave. Corner Buendia Ave. Makati City  From May 2009 to July 2009   * Guide end users and technicians for initial setup of internet modems and/or routers * Troubleshoot internet connectivity issues over the phone * Accessing end user computers using a remote access tool and resolving software issues * Create tickets and escalate tickets to onsite technicians for facility repairs when necessary * Provide next steps, user training and educate users about the resolution provided * Ensures customer satisfaction by the end of the call |
| **ALORICA PHILIPPINES INC**  **Technical Support Representative**  33rd Floor Wynsum Corporate Plaza, F. Ortigas Jr. Ave. Ortigas Center Pasig City  From July 2008 to February 2009   * Assist customer in setting up their newly purchased network device(/s) * Troubleshoot connectivity issues * Advise users to contact their Internet Provider in case their purchased device require additional configuration * Ensure customer satisfaction all throughout the phone call and close tickets as resolved |
| **GUARD-ALL ELECTRONIC Security System Inc.**  **Computer Programmer**  Cattleya Bldg., 235 Salcedo St., Legaspi Village, Makati City  From September 2003 to February 2005   * Code programs to retrieve data from an access control system database * Convert data from the access control system to a specified format required by clients * Configure door access for employees * Code programs to access and retrieve match codes of proximity cards * Setup access control servers * Install access control software * Provide user training in using the access control software |