FRANKLINE

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**  |
| SoftwareDatabase 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 6.0Lyceum 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 RoadMcKinley Hill, Fort Bonifacio Taguig City Philippines 1634January 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
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| **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, PhilippinesFrom 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
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| **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
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| **NCO/RMH Teleservices Asia Pacific, Inc** **Customer Service Representative**2nd Floor Blue Wave Blg. Mall Sumulong Hiway Cor. Gil Fernando Ave. Marikina CityFrom 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
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| **WEST Contact Services Inc.****Technical Support Representative**24TH Floor Exportbank Plaza Chino Roces Ave. Corner Buendia Ave. Makati CityFrom 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
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| **ALORICA PHILIPPINES INC****Technical Support Representative**33rd Floor Wynsum Corporate Plaza, F. Ortigas Jr. Ave. Ortigas Center Pasig CityFrom 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
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| **GUARD-ALL ELECTRONIC Security System Inc.****Computer Programmer**Cattleya Bldg., 235 Salcedo St., Legaspi Village, Makati CityFrom 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
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