**Giovanni**

**Giovanni.336320@2freemail.com**

 **Professional Objectives**

Obtain a position that will enable me to use my strong sales skills background, IT skills and abilities to work well with people

 **Key Skills and Expertise**

 \* Over 8 years of experience working as Sales Representative and IT Technician

 \* Excellent problem solving skills, able to work productively and instinctively with initiative

 \* Able to build good relationship with colleague and customers

 \* Reliable, trustworthy and excellent understanding of customers care and service

 \* Expert on solving IT problems

 \* Strong Background in Trouble shooting Software and hardware instalation

**Experience**

 **Position:** Company:

 **Position:**

 Company:

 **Position:**

 Company:

**Key Account Manager March 2016 – September 2016**

50 th REVE NUE (J LT 1Lake Plaza)

\* Maintaining a long term relationship with accounts and maximizing sales opportunities within them.

\* Provide Emailing Traffic using CPC and CPM model.

\* Research and contact potential client.

\* Ensuring service unit in good condition.

\* Maintains Printer and other equipment.

\* Responsible in creating hasoffers/CAKE and editing HTML for preview.

\* Managing Company platform.

\* Monitoring co-employee and creating Computer overview sheet.

\* Uploading and running campaign for Client.

**IT Support Technician January 2011 – December 2015** SEI N DIG ITEL C OMPUTER (BRANCH)

\* Responsible for supporting: Windows XP/Vista/Windows 7, 8 and 10,

 Office 2003, 2007, 2010 and 2013, Backup products and Anti-Virus products.

\* Responsible for the installation and maintenance of IT equipment including

 Printers, Scanners, X-terms and workstations.

\* In charge of technical section and sales technician

\* Diagnose and repair all kinds of IT related issues.

\* Deploy and manage computer network structures.

\* Handle customer support

\* Managing technical division’s work force

\* Ensuring the company’s asset

**Branch Head Technician March 2007 –November 2010**

PC PLUS COM. CENTER (BRANCH)

\* Provide computer support for those who have computer problem.

\* In charge of technical section and sales technician.

\* Diagnose and repair all kinds of IT related issues.

\* Deploy and manage computer network structures.

\* Handle customer support

\* Ensuring the company’s assets.

 **Position: STORE SUPERVISOR June 2006-February 2007**

 Company: J-J COMPUTER CAFE

 \* Responsible for the repair and maintenance of printers, monitors, scanners and hardware.

 \* Responsible for loading new software and systems on existing equipment.

 \* Performed upgrades on existing computer systems.

 \* Installation and updates on games and anti-­‐virus programs

 \* Maintains cleanliness and orderliness of the shops area.

 \* Responsible in assisting customer courteously.

 **EDUCATIONAL BACKGROUND**



**UNIVERSITY OF NORTHERN PHILIPPINES** – VIGAN ILOCOS SUR

BACHELOR OF ELEMENTARY EDUCATION

 **\*Major in GENERAL SCIENCE (2001-2005)**



 **TECHNICAL EDUCATION & SKILLS DEVELOPMENT AUTHORITY** (TESDA)

 COMPUTER HARDWARE SERVICING II

 **ELIGIBILITY**



**` Licensure Examination for Teachers (LET)**

 Professional regulation commission (PRC) Baguio

 City Registration no:

 Registered December

 **National certificate II**

 (NC II) Computer hardware servicing

 Awarded by: TESDA (Technical Educ. &Skills development authority)

 Certificate number:

 Issued: march 1 2015

 **Personal Information**

Age : 32

Birthday : June 21, 1984

Marital Status : Married

Visa Type : Visit Visa

Nationality : Filipino