**Giovanni**

[**Giovanni.336320@2freemail.com**](mailto: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