

|  |  |
| --- | --- |
| * Leadership skills | * Good in dealing with people |
| * Works well individually and in a team | * Computer Literate: MS Applications |
| * Good Communication skills | * Repair/Troubleshooting of computers |
| * Works under pressure | * Technical and Analytical skills |

* Good Communication skills
* Repair/Troubleshooting of computers
* Works under pressure
* Technical and Analytical skills

**Special Skills**

**BLUE CORE INTERNET CAFE June 2012 – January 2015**

**Computer Technician and Server Operator Tuguegarao City, Philippines**

* Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services;
* Installing and configuring computer hardware, software, systems, networks, printers and scanners along with maintenance of the systems
* Checking computer equipment for electrical safety
* Maintaining records of software licences
* Managing stocks of equipment, consumables and other supplies.

**IUVO OUTSOURCING INC. October 2007- August 2010**

**Technical Support Assistant Baguio City, Philippines**

* Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet;
* Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services;
* Gather customer’s information and determine the issue by evaluating and analyzing the symptoms;
* Research required information using available resources;
* Follow standard processes and procedures;
* Follow up and make scheduled call backs to customers where necessary;
* Stay current with system information, changes and updates

**Experiences**

Isabela State University Cabagan Campus, Philippines

Bachelor of Science in Information Technology

Undergraduate

2007-2009

**Education Background**

**NETPOINT INTERNET CAFE February 2015 to date**

**Archive Clerk/Computer Technician & Operator Dubai, U.A.E.**

* Perform clerical duties including filing and inventory  
  Interact with customers to provide and process information in response to inquiries, concerns, and services;
* Installing and configuring computer hardware, software, systems, networks, printers and scanners along with maintenance of the systems
* Checking computer equipment for electrical safety
* Maintaining records of software licences
* Managing stocks of equipment, consumables and other supplies.