**MARK**

[**MARK.337557@2freemail.com**](mailto:MARK.337557@2freemail.com) ****

Seeking a good opportunity in a good company that enables me to improve my skills, increase my practical experience, fulfill my personal ambitions and expand my knowledge.

**Highlights of Qualifications:**

Proficient with spreadsheet, word processing, email and Internet software   
Ability to prioritize, plan and coordinate work activities for the entire staff   
Strong time management and organizational skills

**Professional Experiences:**

**Advance Credit Corporation**

**Cabanatuan City, Nueva Ecija Philippines**

**IT TECHNICAL SUPPORT**

**(March 2010 to August 2013)**

* Performance maintenance activities (e.g. backups)
* Diagnosing and solving hardware/software faults
* Installing and configuring computer hardware operating systems and applications;
* Monitoring and maintaining computer systems and networks;
* Talking staff through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues;
* Troubleshooting system and network problems and diagnosing and solving hardware or software faults;
* Replacing parts as required;
* Providing support, including procedural documentation and relevant reports;
* Supporting the roll-out of new applications;
* Setting up new users' accounts and profiles and dealing with password issues;
* Responding within agreed time limits to call-outs;
* Working continuously on a task until completion (or referral to third parties, if appropriate);
* Maintaining records of software licenses

[**Cold Stone Creamery GCC**](http://www.google.com.ph/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&cad=rja&uact=8&ved=0CBsQFjAA&url=http%3A%2F%2Fwww.coldstone.ae%2Fstores.html&ei=pClbVOazF9aAsQSsnYLwAg&usg=AFQjCNF7-uLfmRMy8bmYOwI3Q4m_gCiqfw)

**Abu Dhabi, UAE**

**Store in-Charge**

**(September 2013-November 2016)**

* Acknowledged all customers with a friendly smile and responded to their needs and special requests.
* Helped in product promotions including sampling and ensured crew can properly describe and prepare all promotional products.
* Provides assistance in training new crew members and responsible for creating workable job schedules to make sure that every shift runs smoothly.
* Complete tasks before opening and closing of the store.
* Ensure that all orders are properly processed, completed, and accurately packaged in accordance to the company’s speed of service standards.
* Ensured the shift is properly staffed and the team is properly deployed to meet standards and goals.
* Maintain accurate stock control, including ordering, delivery checks, line checks and wastage
* Perform cashiering duties

**EDUCATIONAL ATTAINMENT:**

**Bachelor of Science in Business Administration Major in Management**

**Araullo University – Phinma Education Network (2009)**

Cabanatuan City Nueva Ecija, Philippines

**PERSONAL SKILLS:**

* Ability to multi-task.
* Technical and analytical skills
* Ability to work as part of a team.