**CV No 2031732**

**Avigael** 

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**OBJECTIVE:**

* To be a part of a company that indulges professional growth and provides challenging and rewarding career while allowing me to apply my customer service experience as a customer service representative, tech support or of related nature.

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**Work Related Experience**

* **Position: Cashier/Barista/ Pastry Maker**
* **UAE (April 2016 – November 2016)**
* **Responsibilites:**
* Enter orders into computerized cash register; handle cash and make change; process credit cards; open, close, and balance drawer.
* Utilize knowledge of coffee drink combinations to prepare highly-specific coffee drinks; stock work stations; maintain sanitary and tidy work area.

• Ensured pastry equipment meets health and safety regulations.

• Ensured the right quality of ingredients and weighed ingredients.

• Maintained the cleanliness of bakery equipment and utensils.

* **Position: Cashier/Barista , Miya’s Cookies**

**Hili Mall, Al Ain UAE (Oct 2015 – March 2016)**

* **Responsibilites:**
* Enter orders into computerized cash register; handle cash and make change; process credit cards; open, close, and balance drawer.
* Utilize knowledge of coffee drink combinations to prepare highly-specific coffee drinks; stock work stations; maintain sanitary and tidy work area.
* **Position: IT Support Analyst, Merlin Information Systems**

**Mckinley Hills, Taguig, Philippines (Oct 2013 – Sept 2015)**

* **Responsibilities:**
* Respond to requests for technical assistance in person, via phone and electronically.
* **Position: Remote System Support, EnfraUSA / SINU IT Service**

**Ortigas Centre, Pasig City, Philippines (April 2013 – Oct 2013)**

* **Responsibilities:**
* Responsible in providing technical support for business/corporate desktop and laptop users.
* Provide remote assistance for various hardware and software issues, active directory management, anti-virus removal, exchange servers, and service updates.
* **Position: TCCC Escalation Manager TCCC Account, ATOS**

**Eastwood, Quezon City, Philippines (December 2010 – December 2012)**

* **Roles and Responsibilities:**
* Sametime Monitoring (Online Support for Service Desk)
* Problem Management Line Availability
* Outage Handling / IVR creation
* EUR Voicemail and SecurID BSSR Tickets
* Escalation Handling from Resolving Groups and Agents
* Working the Incident Management Queue
* **Service Desk Analyst, TCCC Account, ATOS (Feb 2009 – December 2010)**
* Underwent wide-range training to provide assistance to Coca-Cola Employees worldwide.
* Task is to receive incoming calls from all over the world and do technical and server troubleshooting over the phone
* **Technical Support Representative (Level 2), Epson, Teleperformance Phils.**

**Mandaluyong, Philippines (Nov 2007- Feb 2009)**

* Troubleshoots printers and scanners.
* Basic networking troubleshooting and configuration for small business network.
* **Customer Service Representative, KGB (formerly INFONXX Inc.)**

**RCBC Tower, Makati City, Philippines ( May 2003 - Feb 2006)**

* Assists clients by answering queries and providing information for Directory Assistance account

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**Technical Skills**

* Windows 98/2000/XP/Vista/7
* Thorough knowledge of MS Office Suite (Word, Outlook, Excel, Powerpoint )
* Basic knowledge and experience with Windows 2000/2003 Active Directory domain administration.
* Basic knowledge of Windows basic principles, theories, and concepts.
* Basic knowledge/experience with data communications protocols and diagnostic tools (TCP/IP, telnet, ping, trace route)
* Basic knowledge /experience with data communications devices (switches, hubs, routers, firewall)

**Education**

* Bachelor of Science and Commerce Major in Management *(1998-2002)*

St. Joseph’s College, E. Rodriguez Jr. Ave, Quezon City, Philippines

* Secondary: Holy Rosary College Foundation *(1994-1998)*

Tala, Caloocan City, Philippines

I hereby certify that all of the above information are true and correct to the best of my knowledge.

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Avigael Gado

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| **Avigael C. Gado – CV No 2031732**  To interview this candidate, please send your company name, vacancy and salary offered details along with this or other CV Reference Numbers that you may have short listed from  <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>  addressing to HR Consultant on [cvcontacts@gulfjobseekers.com](mailto:cvcontacts@gulfjobseekers.com)  We will contact the candidates to ensure their availability for your vacancy and send you our service HR Consulting Fees quotation for your approval. Whatsapp +971504753686  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |