

Contact HR Consultant for CV No: 340657

E-mail: [response@gulfjobseekers.com](mailto:response@gulfjobseekers.com)

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**Educational Background**

**Bachelor of Science in Information Technology**

Saint Vincent’s College

Dipolog City, Zamboanga del Norte, Philippines

2014

**Work Experience**

**Technical Support Representative, Meditab Department**

Medspecialized, Inc.

Cebu Business Park, Cebu City, Philippines 6000

July 22, 2014 – October 11, 2016

***Company Overview:***

MedSpecialized, Inc. is a HealthCare Software Company that provides support to US companies (Meditab Software Inc. and SuiteRx which have been in business since 1998). We provide an innovative suite of solutions that connect physicians, patients, pharmacies, laboratories and long-term care facilities to support the primary process of healthcare delivery.

***Job Description:***

Monitoring and maintaining computer systems applications. Be at the very busy frontline, dealing directly with customers who have technical issues related to the software.

***Job Responsibilities:***

* Providing client support and technical issue resolution via E-mail, phone, and other electronic mediums.
* Talking clients through a series of actions either face to face or over the telephone to help set up systems or resolve issues.
* Installing and configuring software and applications.
* Troubleshooting system and network problems and diagnosing and solving hardware/software faults.
* Logging client queries.
* Analyzing call logs to spot trends and underlying issues.
* Responding within agreed time limits to call-outs.
* Working continuously on a task until completion (or referral to third parties, if appropriate).
* Prioritizing and managing many open cases at one time.
* Rapidly establishing a good working relationship with customers and other professionals, e.g., software developers
* Supporting the roll-out of new applications.
* Maintaining and monitoring the application functionalities.
* Following diagrams and written instructions to repair a fault or set up a system.

**Achievements and Certificates**

**Philippine TESDA National Certificate II**

Computer Hardware Servicing

March 18, 2014

**Certificate of Recognition**

Lowest Agent’s Handling Time(AHT)

2nd quarter of 2016

**Certificate of Recognition**

Lowest Agent’s Handling Time(AHT)

1st quarter of 2016

**Certificate of Recognition**

Lowest Agent’s Handling Time(AHT)

3rd and 4th quarter of 2015

**Skills and Capabilities**

* Flexible to any new environment and can learn work fast.
* Efficient and effective worker in any job assigned to.
* Good knowledge in IT products, computers, gadgets like tablets, iPad, smart phones.
* Able to work independently and efficiently to meet deadlines.
* Self-motivated, detail-oriented and organized.
* Experienced in hardware and software issues.
* Proficient in Internet related applications such as E-mail clients, FTP clients, and Web Browsers.
* Excellent communication (oral and written), interpersonal, organizational, and presentation skills.
* Familiar in Healthcare Industry.
* Able to perform and understand basic SQL queries.
* Proficient in Microsoft Office applications.

**Personal Information**

*Age*  : **24**  *Civil Status*  : **Single**

*Birth Date*  : **January 15, 1993** *Height*  : **5’8’**’

*Nationality* : **Filipino** *Weight*  : **60 kg**

*Religion*  : **Roman Catholic**