**MICHAEL**

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**CAREER OBJECTIVE**

To work in learning and challenging environment, utilizing my skill and knowledge to be the best of my abilities and contribute positively to my personal growth as well as growth of the organization.

**Skills and abilities**

**Software:** Basic Programming Language (i.e. Visual Basic and Java), MS Office, and Adobe Photoshop…

**Hardware:** PC Troubleshooting (Software and Hardware), Network Administrator, Networking, Firewall

**Operating System:** Windows (98, Vista, Win7, win8, win9, win10), Win Server 2003 and 2008, and Ubuntu…

**PROFESSIONAL WORK EXPERIENCE**

#### Support Executive / Technical Assistant

**Max Box Middle East LLC.** – April 3, 2013 – January 11, 2017

Lebanese Restaurant Building, Muroor Road, Abu Dhabi**, UAE.**

* Monitoring kiosk payment machines in all over UAE using USP portal.
* Assuring all kiosk payment machines is working and fully operational.
* Assigning task and giving advice to technician if any issue reported.
* Creating schedule of the technicians.
* Coordinating with other departments Tech support, production, POC “Point Of Contact” to insure smooth flow of the operation.
* Handling customer’s inquiries, call, emails and provide them the best solutions
* Logging customers details and complain in to CRM “Customer Relationship Management System“.
* Other duties and responsibilities as assigned by the manager.

**Information Technology Staff**

**Tribu Outdoors (**Sacred Peak Marketing**) -** November 2010 – April 2011

36 Laura Drive 1st Avenue, Taguig City

* Installing and configuring computer hardware, software, systems, networks, printers and scanners.
* Planning and undertaking scheduled maintenance upgrades.
* Talking computer users to determine the nature of any problems they encounter.
* Investigating, diagnosing and solving computer software and hardware faults
* Repairing equipment and replacing parts.
* Checking computer equipment for electrical safety.
* Maintaining records of software licenses.
* Maintain and monitor the CCTV and access system.
* Other duties and responsibilities as assigned by the manager.

**CCTV Technician/Sales Associate**

**EZ View Systems -** August 2009 – October 2010

408 Classica Manor Montessori Lane San Juan

* CCTV cameras installation, Cable installation, DVR configuration.
* Purchase of network and CCTV equipment, software, computers, and peripherals utilizing different vendors.
* Handle inquiries by phone and E-mail.
* Troubleshooting, Computers, DVR, printers.
* Conducting site survey.
* Other duties and responsibilities as assigned by the owner.

**OTHER RELATED SEMINAR and EXPERIENCE**

**Building Wiring Installation**

**Manila Manpower Development Center – MMDC TESDA Accredited -** September - November 2012

Arroceros, Manila

**Computer Technician Certificate**

**Electron Electronic Center – EEC -** May - June 2009

3353 Ramon Magsaysay Blvd. Sta Mesa, Manila

**On-the-Job Training (**Central Office Department**)**

**Philippine Long Distance Telephone Company (PLDT) -** December 2008 – March 2009

147 Carlos Palanca Street, Quiapo Manila

**Advance Java- Object Oriented Programming**

Seminar - October 5, 2007

Systems Technology Institute (STI) – Dona Faustina Bldg. CM. Recto

**COMPUTER NETWORKING CAREER**

**Computer Networking Career & Training Center Inc. (CNCTC) -** July – August 2007

Doña Amparo Building España Sampaloc, Manila

**PC OPERATIONS NC ll**

**TESDA Seminar -** March 28, 2009

NCR Manila District Office STI College Recto

**WEB AND OPEN SOURCE 2007**

**Seminar -** September 08, 2007

STI RECTO – Dona Faustina Bldg. CM. Recto

**EDUCATION**

**Tertiary:** Systems Technology Institute College (**SY** 2007 – 2009**)** Diploma in Information Technology.

**Secondary:** Caigdal National High School (**SY** 2001 – 2006)

**Elementary:** Legarda elementary School (**SY** 1995 – 2001)

**PERSONAL INFORMATION**

**Date of Birth:** December 27, 1986

**Status:** Single

**Nationality:** Filipino