

Contact HR Consultant for CV No: 341236

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

Website: <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php>

**Personal Statement**

A dynamic person, able to plan, organizes, and executes in finesse- competent who is able to work under pressure and minimum supervision. I enjoy working on my own initiative or in a team. In short, I am reliable, trustworthy and have a genuine interest in PR.

**Career Objective**

* Seeking a responsible job with an opportunity for professional challenges.
* To use my skills in the best possible ways for achieving the company’s goals.
* To solve problems in an effective and creative manner in a challenging position.
* To enhance my professional skills in a dynamic and paced workplace.
* To have personal growth in the company

**Skills Set**

* Excellent Customer relation
* 50 words per minute typing
* Microsoft Office skills( Access, Excel, Word and Power Point)
* Good Communication Skills, Both written and oral
* Adobe(Photoshop, Illustrator)
* Basic Networking
* Basic Video Editing( Sony Vegas, Power Director)
* Computer Troubleshooting

**Work Experience**

**LTS Pinnacle Holdings Inc., NCCC Mall Tagum**

*Km. 55 National Highway, Magugpo East, NCCC Mall*

*Tagum City, Philippines*

*June 2013 – October 2016*

**Operations Support | IT Support**

1. ***Customer Service***
   * Provide the best service to ensure satisfaction.
   * Working continuously on a task until completion
   * Establishing a good working relationship with customers and other professionals
   * Following procedural protocols
   * Creating manuals for basic assistance
   * Talking to staff or clients through a series of actions, either face-to-face or over the telephone, to resolve issues
   * Providing help and advises to solve the problem.
2. ***Technical***
   * Ensuring account rights and security are properly set
   * Setting up new users' accounts and profiles and dealing with password issues
   * Investigating diagnosing and solving computer software and hardware faults
   * Repairing devices and replacing parts as required
   * Monitoring and maintaining computer systems
   * Planning and undertaking scheduled maintenance and upgrades
   * Testing and evaluating new technology
   * Daily monitoring of the Server Hard drive Storage
   * Checkup and cleanup of the devices
   * Checking computer equipment for electrical safety
   * Tracing and terminating network connections
   * Troubleshooting and solving network problems
   * Daily monitoring of the network status
   * Performs data backup on servers
   * Creating system image or backup of the newly installed PC’s
   * Installing and configuring computer operating systems and applications
   * Maintaining records of software licenses

**AGC Engineers**

*Osmeña St., Tagum City, Philippines*

*April 2011 – May 2011*

**On The Job Trainee**

1. ***Customer Service***
   * Provide the best service to ensure satisfaction.
   * Working continuously on a task until completion
   * Establishing a good working relationship with customers and other professionals
   * Following procedural protocols
   * Talking to staff or clients through a series of actions, either face-to-face or over the telephone, to resolve issues
   * Providing help and advises to solve the problem.
2. ***Graphic Designer***
   * Logo Designing
   * Web Designing
   * Flyers Designing
3. ***Technical***

* Perform preventive maintenance
* Investigating diagnosing and solving computer software and hardware faults
  + Installing and configuring computer operating systems and application.

**Seminars Attended**

Business Correspondence Workshop *(April 2014)*

Office Etiquette Workshop *(July 2014)*

WinDSS Training *(October 2014)*

Basic Networking Training *(October 2014)*

Basic Safety Training *(February 2016)*

Workplace Cooperation, Partnership and Productivity Seminar *(April 2016)*

Customer Care Workshop *(June 2016)*

**Personal Information**

**Age:** *24*

**Birthdate:** *February 21, 1992*

**Birthplace:** *Tagum City, Davao del Norte, Philippines*

**Nationality:** *Filipino*

**Status:** *Single*

**Educational Background**

**Tertiary**: University of Southeastern Philippines Bo. Obrero, Davao City

Degree: *Bachelor of Science in Information Technology 2008-2013*

**Secondary:** Tagum National Trade School Apokon Road, Tagum City

*2004-2008*

**Reference**

*References are available upon request.*