**John**

IT Administrator / IT Support

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**Skills**

* Server Windows 2008 R2, AD, DNS, DHCP and Workstation Windows 7, 10;
* Microsoft Office 2010, 2013 and 2016 onwards and other common desktop applications
* Remote control tools such as Dameware and RDP
* Basic networking skills including TCP/IP, and Network cabling and infrastructure.
* The ability to configure network printers.
* Awareness of all mainstream mobile technologies (RIM, Android, Apple etc.) specifically when related to IRD systems
* Experience supporting and maintaining an asset database.
* Ability to function successfully in both team and independently, meeting strict deadlines
* Effective communication skills.
* Ability to recognize when to escalate.
* Organizational skills to support administrative personnel, department supervisors, staff, and managers by maintaining respectful interactions and relationships with Project Staff.
* The ability to prioritize, be attentive to details, maintain confidentiality, and provide exceptional client service is required. Demonstrated communication, interpersonal, organizational, analytical, and problem-solving and computer skills required.• A sense of urgency and a commitment to timely completion of projects. Attention to detail along with a commitment to quality and confidentiality.

**Work History**

IT Back-end & Front-end Support / Customer Service Nov 2015 - Present

Executive

biddi FZ LLC

**IT BACK-END & FRONT-END SUPPORT**

Work with software developers to improve software products during development

Run tests on software or applications and analyze defects in order to improve products. Checking bugs for both back-end and front-end of the website and will coordinate with developers team to execute solution

Importing CSV's file on the back-end and front-end of the website Creating image URL's by uploading them to the server using FTP

Monitoring and maintaining the computer systems and networks within the organization Installing and configuring computer systems, diagnosing hardware/software faults and solving technical problems, either over the phone or face to face.

Working with customers/employees to identify computer problems and advising on the solution

Logging and keeping records of customer/employee queries, Analyzing call logs so you can spot common trends and underlying problems

**CUSTOMER SERVICE EXECUTIVE**

Work with Account Managers, Finance, and Sales to ensure customer’s questions are resolved

Answers incoming customer calls and determine their requirements

Place outbound calls to customers when necessary to advise and/or obtain information necessary to process orders

Record all customer interactions and ensure that all issues are resolved in a timely manner. Obtain customer feedback information to improve our customer’s experience with the Online Store websites

Interact and communicate order fulfillment issues and/or requests with our supplier and vendor partners

**Rate Skills**

Technical Support

Monitor and maintain the computer systems and networks of an organisation. Install and configure computer systems, diagnose hardware and software faults and solve technical and applications problems, either over the phone or in person.

Windows

Responsible for customer-facing desktop support, as well as providing technical assistance to team members with system and network requests.

Network

Provide technical support for the planning, implementation, monitoring and maintenance of the County's physical and electronic network

infrastructure including: Local Area Network (LAN), Wide Area Network (WAN), Multi-media networks

**Certificate**

Certificate of Course Completion in

CCNA Exploration: Routing Protocols

and Concepts, *Angeles City*

Certificate of Course Completion in

CCNA Exploration: Network

Fundamentals,

*Angeles City*

**Projects**

**WEB-BASED INTRANET ENROLMENT**

**SYSTEM**

For The High School Department of Infant

Jesus Academy

*Software Engineering, 2011 - 2012*

**ONLINE EXAMINATION**

**MANAGEMENT SYSTEM** (CLOUD

QUIZ)

For Achievers Special Education Center

*Capstone, 2012*

Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

Prepares source data for computer entry by compiling and sorting information; establishing entry priorities.

Processes customer and account source documents by reviewing data for deficiencies; resolving discrepancies by using standard procedures or returning incomplete documents to the team leader for resolution.

Maintains data entry requirements by following data program techniques and procedures.

Verifies entered customer and account data by reviewing, correcting, deleting, or reentering data; combining data from both systems when account information is incomplete; purging files to eliminate duplication of data.

Tests customer and account system changes and upgrades by inputting new data; reviewing output.

Secures information by completing database

Maintains operations by following policies and procedures; reporting needed changes.

Maintains customer confidence and protects operations by keeping information confidential.

Contributes to team effort by accomplishing related results as needed.

IT Application Support / IT Admin July 2013 - July 2015Banco De Oro (BDO)

Coordinates with ITO-AS Section Lead/Junior Assistant Managers on user’s units.

Assists in the Windows 7 migration, setup and quality testing of workstations and laptop.

Provides troubleshooting/resolution to business users on basic workstation and printing problem.

Performs onsite installation, configuration, and maintenance of all hardware equipment and acquisition of hardware supplies.

Troubleshoots and installs a wide range of software used through the company.

Handles multiple technical and software problem simultaneously to prioritize work as they may occur.

Ensures all user application is working and Symantec antivirus is up to date.

Performs specific technical functions, including changing of hardware electronic components (memories, hard disk, IP phone and network cables).

Performs effective installation, operation and maintenance of all hardware equipment and acquisition of hardware supplies.

Ensures proper escalation of new issues if personnel cannot determine a solution then escalate to ITO- AS Section Lead/Junior Assistant Managers.

Conducts 2nd–level support an in-depth daily technical support for more complex issues reported by users.

24/7 Support (Remote-onsite for critical)

Windows Update (updating installed servers) – hardware and software licenses will be provided

Back-up Check, Routers-Firewalls update , Antivirus Management

Intern Technical Support Nov 2012 - Feb 2013 Angeles University Foundation Medical Center

Technical Support – Assemble new CPU, troubleshoot for*Windows XP and Windows 7.* Networking Support – Build new connections, troubleshoot connections for every office. Multimedia Support - Editing Pictures, making presentations.

**Education**



|  |  |
| --- | --- |
| Bachelor of Science in Information Technology | 2009 - 2013 |
| Angeles University Foundation |  |
| High/Middle School | 2006 - 2009 |
| Saint Mary’s Angels College of Pampanga |  |

**SYSTEM ANALYSIS AND DESIGN (SAD)**

*2011*

**Seminars**

Web Design Issues: Future-proofing

the Web, A Web Professional`s Call to

Arms, Professional School RM 308

*August 18, 2012*

Likhang Malaya Year 2 Series 1: Film

Showing, St. Cecilia’s Auditorium,

Angeles University Foundation Angeles

City, Philippines

*July 11, 2012*

SAP as Career Path, St. Cecilia’s

Auditorium, Angeles University

Foundation Angeles City, Philippines

*July 21. 2012*

**Volunteer**

Web Design Issues: Future-proofing the Web, A Web Professional`s Call to Arms Professional School

**References**

Name: Carl Ghossoub Position: Managing Director Company: biddi FZ LLC

Contact Number: +971555506007 E-mail Address: carl@biddi.com

Name: Aileen Lee Miranda

Position: Customer Service Manager Company: biddi FZ LLC

Contact Number: 056 430 7685 E-mail Address: aileen@biddi.com