***CURRICULUM VITAE***

**Name: MARK**

**Nationality:** Filipino

**Date of Birth**: 7th February 1979

**Family status:** Married

**Visa Status:** Residence Visa (Wife’s Visa)

[Mark.353712@2freemail.com](mailto:Mark.353712@2freemail.com)

**Objective**

Seeking job where I can apply my skills and loyalty in exchange for career guidance, training and opportunity for advancement.

**Professional Qualification**

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Qualification** | **University / Institution** | **Period** |
| 1 | Electronic and Computer Technician | University of Batangas | 2000-2001 |
| 2 | Computer System Design and Programming | AMA Computer Learning Center | 2001-2002 |
| 3 | AutoCAD 2D&3D Design | AMA Computer Learning Center | October 2007 |

**EMPLOYMENT**

**PREVIOUS POSITION HELD & EXPERIENCE**

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Period** | **Institution** | **Position** |
| 1 | August 12, 2010 – July 11, 2016 | Al Mafraq Hospital, Abu Dhabi, UAE (outsourced Reach Group Consulting) | Housing Officer Assistant / Housing Section |
| 2 | August 1, 2008 –  August 9, 2009 | Teletech Consumer Management  Lipa City, Batangas  Philippines | Technical Support Representative / ASG (Agent Support Group) |

Mafraq Hospital is owned and managed by SEHA Health System in the emirate of Abu Dhabi, UAE. Mafraq is a tertiary hospital with 451 beds and services include medicine, pediatrics, obstetrics, as well as surgical and critical care services. Mafraq Hospital operates the largest burn unit in the country and is a center of excellence for Rheumatology, ENT and Thoracic Surgery. Mafraq Hospital is committed to excellence in both education and medical care forthe citizens of Abu Dhabi. Construction of a brand new state-of-the art 750 bed Mafraq Hospital was started in 2011 and is scheduled to be completed in the first quarter of 2017.

Duties and Responsibilities (***Housing Officer Assistant***)

* Maintain a Housing Directory which should at minimum include documentation of all contracts with housing providers including: corporation name if applicable, name of contact, address, and phone, date of contact and results of contact.
* Provide housing availability to the organization’s team in an efficient and timely manner.
* Conduct preliminary inspection of employees chosen lease contract house before approval and processing of lease contract.
* Negotiate with property Landlord, management or Agency for rental amount in accordance to current rental market price.
* Coordinate with property Landlord, management or Agency if issues pertaining to lease contract house (maintenance, absconded cases, subleasing etc.)
* In charge of all Mafraq Accommodation Building (point of contact for maintenance, cleaning, complaints and employee allocation and evacuation).
* Maintain documentation of trainings, housing contacts and other pertinent information in accordance with department and best standard practice.
* Follow up with all clients in the shelter regarding their housing options.
* Research housing topics, collect and organize housing information for newly hired employee and organizational staff.
* Conduct basic workshops and Induction Orientation.
* Assure all relevant information pertaining to employee/landlord is disseminated to all appropriate Housing staff in a timely fashion.
* Participate in staff meetings and monthly employee engagement meeting as directed by supervisor.
* Be on-call status as directed by supervisor.
* Other duties as assigned.

**Essential Duties and Responsibilities**

* Effectively and efficiently carry out all computer processing and word processing.
* Communicate effectively with employee inquiring housing issue policy and procedure.
* Answer incoming telephone calls from employee/customer in an efficient and courteous manner and take appropriate action.
* Take accurate minutes of meetings.
* Maintain electronic diaries of the Housing Team.
* Ensure that customer profiling information is up to date and accurate.

TeleTech is a leading global business process outsourcing (BPO) company that provides a full range of front- to back-office outsourced solutions. We perform all of the business critical support processes efficiently and effectively, letting our clients remain focused on their core strategy, competition, and market agility.

Duties and Responsibilities (***Technical Support Representative / ASG***)

* Analyze the clients’ needs and bring solutions
* Provide the highest quality customer service
* Guide customers through the configuration of their system for the various services offered (Internet Access, Internet Phone service (VoIP), web hosting, Computer Desktop troubleshooting and licensed software installation that comes with the computer).
* Do sales on call sales for computer, part and accessories.
* Process and track down Waybill for computer parts and accessories.
* Other responsibilities assigned by the director.

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Period** | **Institution** | **Position** |
| 1 | September 2003 –  October 2005 | RAM Computer and Internet Cafe | Computer Technician / Network system administrator |

Duties and Responsibilities (Computer Technician / Network system Administrator)

* In charge of computer and network troubleshooting.
* Update Computer Systems firewall and Virus Removal Application tool.
* In charge of sales for Computer parts and peripherals.
* Do onsite troubleshooting for in-home client.
* Manage computer files thru database for future reference.
* Co-manage internet café.

**SPECIAL SKILLS:**

In addition to my skills in Computer Troubleshooting, I have attained and maintained my skills in the following:

* Structured Cabling for network
* Knowledge in CAD 2D and 3D rendering
* Computer Software installation
* Highly knowledgeable in OS Windows Vista and Windows 7 troubleshooting
* Knowledge in Programmable software such as C++, HTML, VBasics
* Knowledge in ADOBE PageMaker
* Knowledge in Photo and Video Editing

**COMPUTER SKILLS:**

I am conversant with MS Word®, MS Power point®, MS Excel®, E-mail and Internet. I am capable of loading and customizing the MS Windows® operating system in a computer. Network and Computer troubleshooting.