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**TRISTAN**

**TRISTAN.358972@2freemail.com**

**OBJECTIVE**

To be able to work in a reputable company where I can apply my skills and abilities and to grow both professionally and personally.

**WORK EXPERIENCE**

**IT Assistant & Team Leader |** *September 2013 – present
Feather Management Consultants* ***|*** Abu Dhabi, UAE

* Procurement of required company and client hardware and software.
* Ensures documents and sensitive data are properly archived for efficient identification and retrieval.
* Meet with people outside the company, including potential clients for purchases.
* Purchasing, installation, and maintenance of office and client systems as needed.
* Assists employees, clients, and new users in proper usage of systems.
* Inventory management of IT supplies and equipment.
* Provide Remote Desktop Assistance to the office and clients as needed.
* Generate User Manual(s) / Knowledge Base Articles (KBAs) for the End-User regarding new and/or existing systems.
* Distributes tasks to appropriate team members to ensure efficiency and accuracy of the task at hand.
* Organize monthly staff schedule.
* Generates daily, weekly and monthly task and employee performance reports
* Addresses team concerns to be forwarded to other supervisors.
* Coordinates with other Team Leaders to ensure proper handover of tasks.

**Administrative Assistant |** *March 2011 – July 2013
Isla Rosy Wavepool & Resort | Bulacan, Philippines*

* Supervise the different teams running the establishment.
* Acts as Public Relations Officer to guests and other clients.
* Personally addresses all staff and guest concerns.
* Assist in HR duties such as hiring, interviews, payrolls, and employee scheduling.
* Designates required training for employees.
* Generate Action Plans for emergency and non-emergency situations in and around the establishment.
* Formulate strategies, entertainment, and activities as required by the peak and off-peak seasons.
* Perform daily inspection routine to ensure safety and efficiency of the establishment.
* In charge of all marketing (print and digital) for the establishment.
* Design and Layout of all marketing media for the establishment.
* Manager-in-training.

**Technical Support Representative Tier III |** *March 2010 – 2011
Teletech | Laguna, Philippines*

* Handled highest level escalated client concerns.
* Provide Cable and Internet Technical Support to customers via VOIP.
* Provide advanced technical support to clients via Remote Desktop Assistance.
* Meet and maintain key employee performance metrics as required by the TSR role.
* Clients include AT&T U-Verse (USA), Dell (USA), and Telstra BigPond (Australia).
* Provide support to IT Team by sorting out network cables, dispatching terminals, assigning IP addresses and access filtering of terminals around the production floor.
* Internship with IT department.

**EDUCATION**

**2010** | Bachelor of Science in Computer Science

 | *University of Perpetual Help System Laguna, Biñan City, Philippines*

**2005** | Advanced Diploma in Business and Information Technology

 | *Informatics International College, Eastwood City, Philippines*

**2003** | Advanced Diploma in Information Technology

 | *AMA Computer College, Makati City, Philippines*

**TRAININGS and SEMINARS**

**2015** | Cisco Certified Network Associate (ongoing)
 | Microsoft Certified Solutions Expert

 | Unity 3D Game Development and Design
 | CompTIA Network+

 | Red Hat Certified Engineer (ongoing)

 | Red Hat Certified System Administrator (ongoing)

**2013** | Computer Systems Servicing I / II

 | Game Design and Implementation

**2011** | Advanced Graphic Design for Print and Other Media

**SKILLS**

* Knowledgeable in using MS Word, Excel, and PowerPoint
* Knowledgeable in using Visual Basic.net, C/C++, and Java Programming
* Knowledgeable in using Adobe Photoshop and Illustrator
* Knowledge in Advanced PC Hardware Troubleshooting
* Proficient in Windows and MAC OS Environments
* Proper Phone Etiquette
* Proficiency in English language use and grammar
* Knowledge of relevant computer software applications and hardware
* Team-player
* Ability to multi-task

**PERSONAL INFORMATION**

* Date of Birth September 6 1982
* Place of Birth Manila, Philippines
* Age 34 years old
* Marital Status Married