Dear Sir/Maam,

I would like to express my interest to be part of your group and apply for the job vacancy posted. I am currently in Dubai and will be available as soon as possible. With my passion and dedication, with strong background in customer service, IT service delivery and office administration. I am ready to prove that I can add value to your organization.

I am currently employed as IT Support/IT coordinator in Al Shirawi group-Oasis Investment. I had no issues with the company however since the downsizing that happened last month, I have received a notice that I can only work for them until end of this month.

Hoping for your positive response.

Thank you very much.

Cristina

**CRISTINA**

Email: cristina.369681@2freemail.com

**Education:**

2007 – 2012 Technological Institute of the Philippines, Quezon City

Bachelor of Science Degree in Information Technology

Graduated: May 2012

Availability: ASAP

Visa Status: Resident Visa

**Qualifications:**

Strong communication and comprehension skills in English.

Knowledgeable in computer programming such as Oracle, HTML, Java and C++ Excellent organizational and coordination abilities

Experienced in helpdesk tools/ ticketing system. Great attention to detail

Proven track in researching, interpreting and writing technical documentation Good foundation on ITIL framework

Experience of office technologies: Blackberry, iPhone, Citrix/Remote Working and Telephones

**Work Experience:**

**IT support Engineer/IT Coordinator ( Al Shirawi Group - Oasis Investment LLC) October 2016 – Present**

Installation & configuration of IBM Lotus notes, Office applications and required anti-virus, printers and other company provided applications.

Resolving all IT Related Issues using IT helpdesk Tool within defined SLA. Coordinating with Internet Service Provider for Internet Related Issues

Coordinating with L3 support Team using Service Desk Tool and getting tickets resolved. Maintain IT stock and inventory and ensure software/hardware is up to date.

Conduct review with the engineers based on the company requirements and provide advice based on the most suitable IT choices.

Monitor and control expenses within allotted budget.

Manages PR initiations, receipt and delivery of purchased equipment and services with due coordination.

Collaborate with other IT professionals/ third party vendors to maintain company standards and functionality.

Provide IT training for all staffs.

Manage and maintain the filing of all program documents (hard and electronic/soft) Assists in ensuring timely renewal of third party AMCs.

Assists in License Metering and tracking of licenses.

Establish IT user manual/training, IT policy compilation and update. Email configuration for company provided handsets.

**IT Service Delivery Analyst II (Fuji Xerox-FXDMS)**

**June 2014- July 2016**

Provide technical expertise in resolving user access problems and working closely with other technology and business areas to address problems.

Assist with the training and development of new staff.

Account administration using Active directory 2003, 2008 and exchange management. Troubleshooting installed applications in users PC.

Troubleshooting for Office applications, Outlook and Sharepoint Use of TeamViewer and Remote Desktop Support

Printer mapping and troubleshooting

Administer account creations/deletions and modification in active directory Exchange account creations for email setup

Running batch processing for printing jobs for AU

Troubleshoot different company applications and assign escalations to the specific group Resolve technical issues regarding domain related problems

In-charge in handling IT Purchases or Procurement, asset management, document control Generate reports to support business unit requirements.

**IT Helpdesk (JPMorgan Chase)**

**March 2012-May 2014**

Acts as a single point of contact for JPMorgan chase employees

Resolved complex issue and escalate if necessary helping end user and the business as hole. Resolve access issue for client/employees of JPMorgan Chase bank.

Configure lotus notes, exchange account, AD account

Drive mapping, software installation, access request for client. Resolve issue that can be done remotely.

Ensure BAU for all IT related concerns.

**Technical support (IBM global services)**

**November 2010-December 2011**

Handle technical query related to apple devices

Deal with issues and perform technical support to resolve issue in timely manner.

**www.olx.com.ph**

January 5, 2010- March 5, 2010 **(On the Job Training)**

**Search Engine Optimization**

Social Media Marketing Online marketing support

**Seminars Attended:**

Windows 7 Indulgence

JPCS National General Assembly Oracle Installation

International Computer Driving License (**ICDL)** Computer Hardware Troubleshooting (2007)

**Certification:**

Oracle Certification