Dear Sir/ Madam:

I would like to express my interest to apply for an **IT position** or any vacant position in your company commensurate to my work experience and qualifications in your dynamic and well reputed company.

I take pride as an ideal candidate for this position as I have an overall total of over 7 (seven) years’ experience in the fields of Computer and Telecom technology such as the likes of, ***Adobe Photoshop, Web development, VB.net and Java Web development,*** ***software and hardware trouble shooting, network trouble shooting*** and various areasmentioned in your job advert.

My last, Philippine Long Distance Telecommunication (employment is with PLDT, Philippine Long Distance Telecommunication) as an IT professional.

My tenure with this company has given me a comprehensive understanding of the entire IT industry and all its operations, for which I am very confident that I will not only be able to meet your expectations but exceed at my level best.

As an adaptable quick thinking person who is prepared to make swift decisions I can bring to your company an ability to speedily resolve technical problems and stop them from escalating. I possess an infectious enthusiasm and very much energized working with people, these factors combined with my strong customer relationship and client management skills Would make me a perfect fit for the role.

Ideally, I would like to have an opportunity to meet personally to have a formal introduction of my intent to apply and if given the chance, become part of this prestigious company.

Therefore, please feel free to contact me by phone or email to arrange a meeting at your convenience.

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**Harold**

**Harold.372336@2freemail.com**

**OBJECTIVE**

* To seek employment in a highly competitive company where I can apply the theories and skills that I have learned from classroom instruction, trainings, and seminars.
* To apply acquired knowledge and skills gained in my above 7 (seven) years of experience in maintenance and condition monitoring work in the telecommunication industry thereby contributing to the company’s growth and progress.

**SUMMARY OF SKILLS AND WORK EXPERIENCE**

Equipped with technical computer skills such as:

* Windows Proficiency
* Microsoft Office, Microsoft Word, Microsoft Excel, PowerPoint
* Internet Explorer
* Adobe Photoshop
* Web development, VB.net and Java Web development.
* Well trained & knowledgeable on computer software and hardware trouble shooting, network trouble shooting, SAPgui (Systems Applications Products Graphical User Interface) inventory encoding/monitoring, reports and customer service.

**PROFESIONAL EXPERIENCE**

**Job Title: Client System Engineer cum Service Engineer**

**Philippine Long Distance Telecommunication (PLDT) -** *is the leading telecommunications service**provider in the Philippines. Through its principal business groups – fixed line, wireless and others –* ***PLDT*** *offers a wide range of telecommunications services across the Philippines’ most extensive fiber optic backbone and fixed line and cellular networks*

**10 May 2011 – 10 July 2017**

**Client System Engineer**

Job Description / Responsibilities:

* Supervise Maintenance Technician and Contractors as they complete minor repairs and maintain facility projects.
* Responsible for serviceability, repair and maintenance of operational facilities and equipment of building facilities
* Prepares budget for the division and monitor reports
* Consolidate Operational expense reports / Capital expenditure reports for the whole Team.
* Identify departmental needs and make suggestions regarding technical direction.
* Set up organization's intranets.
* Design and implement system security and data assurance.
* Configure and install computer systems for other organizations.
* Test software applications and systems.
* Develop different types of software, including computer games, business applications, operating systems, network control systems, and middleware.
* Apply knowledge of computing systems and software structure.

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**Service Engineer**

Job Description / Responsibilities:

* Provide “best in class” technical support to tablet PC & laptop users/ assist in testing, implementation & troubleshooting of server system.
* Support end-users on MS Office, Win 2K/XP/ Win 8 / Win 10, Outlook and SCCM remote access.
* Provide support coverage 24 hour/7day a week.
* Resolve hardware/ software issues on desktop / laptop PC, network printer.
* Administer and maintain server and LAN network equipment to ensure high availability and high performance of the systems.
* Track and deploy Windows patch and update to maintain baseline of IT security standard and policies.
* Maintain and update technical support document, IT report and policy.
* Manage territory service quality and customer satisfaction.
* Meet company guidelines for response time and service levels
* Provide on-site installation, validation and commissioning of instruments
* Perform hands-on on-site troubleshooting, service and repairs
* Provide on-site training to the customers
* Interface with cross functional work teams such as field applications, customer support/ services, product management, manufacturing and marketing/ sales
* Develop Service technical documentation
* Create and maintain service information in the company enterprise database
* Timely and professionally handle field service calls and issues arising from the field service units, triage with field applications scientists as appropriate.
* Communicate with the customer to ensure satisfaction and implement the necessary corrective actions.

**Inventory cum Data Controller**

**Expressions Stationery Shop Inc.**

La Union, Philippines

***April 2010 – May 2011***

Job Description / Responsibilities:

* Responsible for the accuracy of stocks and data through regular update to contribute smooth operation and accurate stock level of the store.
* Support Administration through properly processing and documentation for timely and accurate submission of reports.
* Assists the Store Manager in the absence of the Store Supervisor.
* Operate more complex non-electronic and electronic equipments that require technical knowledge to function properly.
* Monitors and maintains current inventory levels; process purchasing orders as required; tracks orders and investigates problems.
* Records purchases, maintains database, performs physical count of inventory, and reconciles actual stock count to computer-generated reports.
* Receives, unpacks, and delivers goods; re-stocks items as necessary; labels shelves.
* Processes and/or approves invoices for payment.
* Processes and documents returns as required following established procedures.
* Performs routine clerical duties, including data entry, answering telephones, and assisting customers.

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**ON THE JOB TRAINING**

**Document Controller/ IT staff**

**Overseas Workers Welfare Administration (OWWA)**

La Union, Philippines

March 2009 – May 2009

Job Responsibilities:

* Responsible for Technical Support and Customer Service.
* Acts as Assistant Technician.
* Provides administrative support to technical staff.
* Reviews incoming mail for technical staff and determine course of action.
* Prepares own correspondence and, as requested, correspondence for others.
* Conducting analysis of information and reports to group or individual.
* Assisting in evaluating and implementing ISO 9001.
* Dealing with technical customer complaints
* Collects and coordinates data needed by technical staff.
* Reviews and verifies information which may include source documents, policies, claims files, summons & complaints, salary data, etc.
* Coordinates materials or special projects for assigned technical staff or individual which may include preparing material/reports, distributing, and editing, formatting and proofreading material.
* Maintains records and data utilizing various automated systems which may include creating database/server, developing tracking systems/spreadsheets, setting up files, etc.
* Resolves problems and/or discrepancies which may involve research and data collection.

**EDUCATIONAL BACKGROUND**

**Bachelor of Science in Information Technology**

Lorma Colleges

City of San Fernando, La Union, Philippines

March 2010

**PERSONAL INTEREST**

**Languages**

* Fluently speaks, reads, and writes English
* Interested to pursue further studies to upgrade skill

**Local Travels (Philippines)**

IT related private companies, government offices, and reputable educational institutions (January 19-23, 2010)

* REMEC (Broadband Wireless)
* UP Information Technology Training Center, Quezon City
* Metro Manila Development Authority (MMDA)
* National Computer Center (NCC)
* Bayan Telecommunication (Bayantel)
* Light Rail Transit Authority

**SEMINAR ATTENDED**

**Quality Process in the Development of an Organization**

Joseph Anthony F. Quinto, Lorma Colleges

September 8, 2009

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**Philippine Youth Congress in Information Technology (Y4IT) 2009**

University of the Philippines’ Film Institute, University of the Philippines, Diliman, Quezon City September 5 -6, 2009

**Quality Management**

Dr. Beverlyn Peralta, Lorma Colleges

August 4, 2009

**Working Safely with Computers and Employability of IT Students**

Engr. Marlon S. de Leon, Lorma Colleges

March 13, 2009

**Embedded Systems**

Engr. Gilbert Hufana, MCS, Lorma Colleges

March 3, 2009

**Basic Character Illustration**

Mr. Ronan D. Espinueva, Lorma Colleges

January 16, 2009

**Professional Ethics Basics: Principles of Ethics, Code of Ethics, Whistle Blowing, Workplace Etiquette, Importance of Being Punctual**

Lorma Colleges December 17, 2008

**Philippine Youth Congress in Information Technology (Y4IT) 2008**

University of the Philippines’ Film Institute, University of the Philippines, Diliman, Quezon City September 3-5, 2008

**Adobe Photoshop Hands-on Tutorial**

Wizards.net, Lorma Colleges

July 18 and 25, 2007

**Entering the World of 3G**

Mharnell AD G. Pineda, Lorma Colleges

October 4, 2006

**Developing Blue Tooth Application Using Java**

Mr. Allan Lao, MIT, Lorma Colleges

September 6, 2006

**PERSONAL DATA**

Sex : Male

Birthdate : 16 September 1988

Civil Status : Single

Weight : 59 kg

Height : 161 cm

I hereby certify that the above information are true and correct at the best of my knowledge and intellect.

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