Vea

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**C A R E E R O B J E C T I V E**

To work in an environment that provides more avenues in any field and obtain a position where I can cater my course education, work experiences and positive interaction skills .

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| **PERSONAL PROFILE** | | **EDUCATIONAL ATTAINMENT** |
| Birth Date  Birth Place  Gender  Civil Status  Religion  Citizenship  Languages | : May 12 , 1995  : Pacita Laguna  : Female  : Single  : Roman Catholic  : Filipino  : English and Filipino  :  : | TERTIARY:  **Bachelor of Science in Information Technology**  **Polytechnic University of the Philippines**  Sto. Tomas, Batangas  2012 – 2016  SECONDARY:  **La Consolacion College of Tanauan­­**  Tanauan City, Batangas  2008– 2012 |
| **ACHIEVEMENTS** | | **QUALIFICATIONS & SKILLS** |
| *AWARDS & RECOGNITION :*  **Dean’s Lister**  Polytechnic University of the Philippines  School year 2013-2014  School year 2014-2015  School year 2015-2016  **Outstanding Leadership awardee**  Polytechnic University of the Philippines  April 2016  **Academic excellence for Scholars**  Tanauan City Scholars Association  Tanauan City Batangas  April 2016  *LEADERSHIP :*  **PRESIDENT**  College of Computer Information Sciences  Polytechnic University of the Philippines  2014-2015  **ADMIN CONSULTANT**  College of Computer Information Sciences  Polytechnic University of the Philippines  2015-2016  **COLLEGE STUDENT COUNCILOR**  Polytechnic University of the Philippines  2015-2016  **SEMINARS & TRAININGS**  **ITIL and SIX SIGMA**  Cognizant Technology  October 2016  **Philippine Youth Congress on Information technology**  10th to 13th Y4IT  2012-2015  **Creating stunning design using photoshop**  PUPSTB Gymnasium  March 4-5 2015  **To code or not to code, Software Assurance Testing**  PUPSTB Gymnasium  October 11, 2014  **PUP-STB Strategic Planning of Faculty members and Student leaders**  Lucban Quezon  January 12-14 2015  **Faculty and Students Research Colloquium**  PUP-STB  January 27, 2015  **The Legal Network for Truthful Elections (LENTE)**  **Volunteer IT Administrator**  Darasa Tanauan Batangas  May 13-14, 2014  **Web Development using ASP.NET**  **PUPSTB Computer Laboratory, Sto. Tomas, Batangas**  **March 14, 2015** | | * High computer literacy * Efficient in Multimedia/Graphic Design * Proficient in Microsoft Office * Word, Excel, PowerPoint, Outlook, Publisher, Access * Knowledgeable in Computer HW/SW Troubleshooting * Basic knowledge on Computer networking * Basic knowledge on HTML * ITIL and SIX SIGMA passer (company certification) * Experienced in Software Testing (Web applications) * Experienced in ISO standard analysis(27000) * Conducted IMS (Information Management System) awareness training * Demonstrated experience in leadership through active role in team projects. * Strong oral and written communication skills * Creative, organize, systematic, flexible and proactive * Ability to work under pressure * Goal-oriented * Strong core values * Responsible and Cooperative * Patient * Idealistic   **WORK EXPERIENCES**  **IT Helpdesk Support Analyst**  Project – Union Bank of Switzerland  Cognizant Technology Solutions , Taguig City Philippines  July 2016– July2017  *Duties:*  • Serve as the first point of contact for users seeking technical assistance in person or via email, call and chat• Perform remote troubleshooting through diagnostic techniques and pertinent questions• Determine the best solution based on the issue and details provided by users• Walk the user through the problem-solving process• Direct unresolved issues to the next level of support personnel• Provide accurate information on IT services• Record requests, events and problems and their resolution in logs• Follow-up and update user status and information // Account creation• Pass on any feedback or suggestions by users to the management• Identify and suggest possible improvements on procedures• Analyzing UAT concerns for newly deployed systems/portals and platform*KWOWN TOOLS*• Citrix Receiver , Windows Remote Assistance , RSA Token, SmartCard ,Seure ID, A3 platform (IT anywhere), GOTO sites , Plantronics , Avaya ,SNOW/GSNOW Ticketing system, DEVICES (Android/IOS/Blackberry), MSSQL,REFLECTION SUITE, SHAREPOINT, EPSON, Microsoft Office  **ON-THE-JOB Training**  **Software Tester, ISO data analyst, Technical Document Controller and IMS Awareness training facilitator**  **(Quality and Assurance Group)**  Advanced World Solutions  Ayala Makati Philippines  October 2015 – February 2016  *Duties:*  •Creating Test cases. Performing UAT & Validation Testing then send results for revisions to developers•Creating GAP Analysis. Contribute plans for implementation to meet the security standards of ISO27000 for accreditation  •Coordinate all activities related to the Document Control procedure, including Input document data into the standard registers ensuring that the information is accurate and up to date by scanning documents.  •Conducting trainings for new hire employees about Security policy in terms of business requirements and confidentiality of data  **IT Administrator/Graphic Designer (Part time-Weekends)**  Eman Angel Internet Cafe  Tanauan City Batangas Philippines  June 2013- August 2016  *Duties:*  •Upkeep, configuration, and reliable operation of computer systems including database•Checking day to day sales report via Time logger database and submit month end reports •Install, or upgrade computer components & software.  •Troubleshoot any system, software, hardware or even network issues.  •Offer technical support for customers when in need.  •Creates Tarpaulin design, invitation design, certificate design, photo editing, design for shirts and mugs and video editing for clients. |
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*I hereby certify that the above information is true and correct to the best of my knowledge and belief.*