**Jake** 

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**OBJECTIVE:**



* To acquire experience by meeting challenges for career growth and excellence.
* To acquire position in an establishment by utilizing my skills and knowledge.

**WORK EXPERIENCE**



**Safeway Philtech, Incorporated**

**IT Service Desk Specialist**

*January 4, 2016 - February 21, 2018*

**Scope and Support:** Handled a US-based retail company that has a chain of supermarkets, pharmacies and fuel stations responsible for assisting employees regarding their technical issues.

* Responsible for ensuring a high degree of customer satisfaction by making sure that their technical issues are resolved in a timely manner.
* Restore normal service operation as quickly as possible in the case of disruption or outage by reaching out to other departments within the organization and/or sending a field service technician if needed, which would affect productivity of the business.
* Provides first level support by assisting employees via phone or thru web tickets regarding their technical problems within the organization and act as a single point of contact for all user incidents, requests and general communication.
* Provides accurate documentation of reported issue and resolution performed.
* Highly knowledgeable and experienced in handling wide range of technical issues such as troubleshooting hardware problems of retail supermarkets, pharmacies and fuel stations equipments and devices or any other relevant issues.
* Assist other IT functions by managing user communication, escalating incidents and requests using defined procedures
* Improve user awareness of IT issues such as password resets by promoting self-help tools to promote appropriate use of service and resources

**[24] 7 Customer Philippines, Incorporated**

**Technical Support Representative / National Helpdesk (NHD)**

*May 10, 2010 - October 31, 2015*

**Scope and Support:** Handled a US-based Internet service provider responsible for assisting subscribers with regards to their email and Internet connectivity problems.

* Responsible for ensuring a high degree of customer satisfaction by resolving customer’s email and Internet connectivity issues in a timely manner.
* Restore normal service operation as quickly as possible in the case of disruption or outage by escalating to higher level departments, which would affect productivity of the business.
* Provides first level support for subscribers by troubleshooting their email and Internet connectivity problems via phone.
* Provides accurate documentation of reported issue and resolution performed
* Highly knowledgeable and experienced in handling wide range of technical issues such as modem/router configuration and wireless network setup or any other relevant issues.
* Improve user awareness of Internet-related issues such as slow connectivity by educating customers during troubleshooting to promote appropriate use of service and resources.

**Advanced Contact Solutions, Incorporated**

**Technical Support Representative**

*May 2007 - May 2010*

**Scope and Support:** Handled a US-based Internet service provider responsible for assisting subscribers with regards to their email and Internet connectivity problems.

* Responsible for ensuring a high degree of customer satisfaction by helping subscribers resolve their email and Internet connectivity issues in a timely manner.
* Restore normal service operation as quickly as possible in the case of disruption or outage by escalating to the higher level departments.
* Provides first level support by assisting customers over the phone to fix their email and Internet connectivity issues.
* Provides accurate documentation of reported issue and resolution performed.
* Highly knowledgeable and experienced in handling wide range of technical issues such as email access issues, slow connectivity problems, or any other relevant issues.

**KEY QUALIFICATIONS:**



Organized and dedicated with a positive attitude

Excellent written, oral and interpersonal communication skills

Thrive on working in a challenging environment

Can work well with others in a team-concept environment

Fast learner, trustworthy and able to work with less supervision

Computer Literate (Word, PowerPoint, Excel, etc.)

Knowledgeable in Electronics / Electricity

Basic Knowledge in Computer Networking (LAN)

Knowledgeable in Computer Maintenance and Troubleshooting

Knowledgeable in DSL and Cable Internet Troubleshooting

Knowledgeable in modem/router configuration

Knowledgeable in Ticket/Incident management

**EDUCATIONAL ATTAINMENT:**



**Tertiary Education** *Technological University of the Philippines*

Bachelor of Science in Electronics and Communications Engineering

Ayala Blvd., Ermita, Manila

2002 - 2008

**PERSONAL DATA:**



Date of Birth : December 12, 1985

Place of Birth : Manila

Civil Status : Married

Height : 5'6"

Weight : 160 lbs.

Religion : Roman Catholic

*I hereby certify that the above information is true and correct to the best of my knowledge and belief.*

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Jake