

ERROL

ERROL.121574@2freemail.com

**SPECIAL SKILLS**

* Knowledgeable in Windows XP, Windows Vista, Windows7, Windows 8, Windows 10 and MAC OS Windows Server 2008 & 2012, Exchange Server, VMware, Symantec Exec Backup 2010..
* Setting up email client (MS Outlook, Outlook Express, Windows Mail, Entourage, etc)
* Proficient in use of Microsoft Office (Word, Excel, Powerpoint) 2007/2010/2013/O360)
* Application/Software installation and troubleshooting.
* Troubleshooting of PC’s, printer and other computer peripherals.
* AV setup and troubleshooting for inter office video conference and or presentations
* Network setup Local Area Connection/ Wireless Network Connection (Adhoc/Infrastructure)
* CCNA + MCSA + MCSE + Exchange 2012 Training

**PROFESSIONAL EXPERIENCE**

Position: IT / **Technical Consultant**

Duration: March 1, 2015 – July 31, 2017

Company: Arcuate Technologies LLC

Address: Business Bay Dubai

Department: Technical Support

Duties & Responsibilities

* PC/Laptop configuration for newly joined employees/s.
* Email setup on Outlook and employees iOS/Android smartphones.
* Setting up office projector for presentation / Sales Executives daily sales report.
* Troubleshooting any technical issues with MS Office.
* Maintaining email and file server and database.
* Providing technical support for printers and toner cartridges issues from the customer through email, over the phone or by visiting their premises.
* Responding to customer’s complaints and queries.

Position: **IT Desktop Support**

Duration: January 8, 2011 – December 23, 2014

Company: Kharafi National LLC

Address: Mussafah, Abu Dhabi Industrial City, UAE

Department: Information Technology

Duties and Responsibilities:

* Providing technical support for PC, printers, scanners software and hardware issues from Head office or various site projects.
* PC configuration for new allocations for new employees.
* Troubleshooting of pc’s, printer, scanner and other computer peripherals
* Setting-up company email in Outlook and Microsoft Exchange Server to any Smartphone/Tablet.
* Adding PC and laptop to the domain and adding user account to a specific group.
* Troubleshooting software issues thru remote access.
* Troubleshooting Local Area Connection / Wireless connection issues.
* Setting up and configuring Ip Phones (Avaya/Nortel).
* Setting-up VPN and Nortel softphone application.
* Maintaining server backup using MS Server 2008 (Symantec Backup), MS Server 2003 (NT Backup).
* Setting up Audio/Video facilities (Polycom) for presentation and or video conference.
* Ticket creation for every support/services rendered.

Position: **Team Leader**

Duration: December 1, 2009 – September 24, 2010

Company: Teletech Customer Care Philippines

Address: Quezon City, Philippines

Department: Telecom New Zealand

Duties and Responsibilities:

* Creating sense of ownership within the employees and resolving employee issues, if any.
* Encouraging, supporting, and motivating actively one’s peer team.
* Monitoring, organizing, and coaching team on a day-to-day basis.
* Ensuring that the employees follow their schedules properly as designed.
* Facilitating cross-functional communication within employees for improved working condition.
* Creating a conducive work environment for all the call center’s employees.
* Carrying out team meetings and actively participating in the monthly and weekly meetings.
* Documenting general reports on each team member’s performance and targets as well as ensuring that they exceed the targets.

Position: **Technical Support Representative – Level 2**

Duration: September 1, 2008 – November 15, 2009

Company: Sitel Philippines

Address: Pasig City, Philippines

Department: Lexmark Inkjet Printer

Duties and Responsibilities:

* Assisting front liner/ tier 1 agents.
* Handles escalation calls if the Supervisor is not available.
* Identify, resolve and escalate incidents according to procedural documentation and training.
* Provide and obtain timely updates to/from relevant parties (internal and external) .
* Maintain platform and solution stability through initial troubleshooting, timely resolution of customer incidents, and proactive maintenance.
* Monitor customer and Infrastructure environments to quickly identify and resolve incidents.
* Upselling cartridges and new models of printer

Position: **Technical Support Representative**

Duration: November 3, 2006 – February 15, 2008

Company: Teleperformance Philippines – Verizon On-Line

Address: Pasig City, Philippines

Department: Verizon ADSL Internet Service – Residential

Duties and Responsibilities:

* Receiving inbound calls from the USA to provide assistance.
* Assisting customers on troubleshooting internet connection problem.
* Provides assistance on setting-up new Verizon email account.
* Provides information of their account’s status.
* Isolate customer’s internet connection problem by performing line test from the Main Central Office.
* Providing customers a better service and quick resolutions to their internet connection related issues.

Position: **Technical Support Representative**

Duration: May 21, 2001 – March 28, 2003

Company: Teletech Customer Care Philippines

Address: Quezon City, Philippines

Department: Dell Desktop/Laptop Hardware Support - Consumer

Duties and Responsibilities:

* Receiving inbound calls from the USA to provide assistance.
* Assisting customers on setting-up brand new DELL computers.
* New Hardware / Add-ons installation.
* Hardware / Software Troubleshooting.
* Provides step by step procedure to the customers to isolate all possible causes of trouble with their computers.
* Providing customers a better service and quick resolutions to their computer related issues.
* Upselling add-ons/upgrade for customers computer (hardware/software)

**EDUCATIONAL BACKGROUND**

Bachelor of Science in Hotel and Restaurant Management (BSHRM)

Our Lady of Fatima University

Hilltop Lagro, Quezon City

2003-2006

Bachelor of Science in Computer Engineering (BSCoE)

AMA Computer University

Project 8, Quezon City

1995-2001

**PERSONAL DETAILS**

Visa Status : Visit Visa

Sex : Male

Nationality : Filipino

Civil Status : Married

Language Spoken : English, Filipino

UAE Driving License : Yes