**ROLLIE**



[*Rollie.380360@2freemail.com*](mailto:Rollie.380360@2freemail.com)

**WORKEXPERIENCE**

### ADMINISTRATIVE ASSISTANT

**Al Manal Development FZCO, Dubai, UAE**

### IT HELPDESK COORDINATOR

### Al Suwaidi Holding Co. Ltd., Al Khobar, KSA

### March 16, 2015 up to May05, 2018

***Responsibilities:***

1. Manage the company’s lobby area. Greet and directs all visitors

including vendor, client, job candidate and customer.

2. Answers telephone enquiries from customer and taking

messages.

3. Assist other administrative staff with overflow work, including

word processing, data entry, scan documents and online task

such as Aramex, Emirates Post, DEWA connection and Ejari

certificate.

4. Maintain company annual assets inventory and coordinates

with accounts.

### February 10, 2010 up to February 10, 2015

***Responsibilities:***

1. Attend helpdesk calls in-person and through email, FAX

and phone..

2. Support IT Staff members on support work.

3. Resolve helpdesk service calls using documented

procedures. Solve routine issues and escalate

complex issues base on priority.

4. Develop, execute and follow IT operational

policies, standards and work instructions for

customer support.

5.Perform general clerical duties such as photocopying, faxing,

mailing and filing.

6. Operates scanners, facsimile machine and photocopiers.

7. Maintain hardcopy and electronic filing system.

8. Open, sort and distribute incoming correspondence.

9. Maintain office stationary and consumables.

5.

6.

7.

Ensure customer satisfaction through continuous status

information.

Monitor critical infrastructure systems through industry

standard monitoring tools and systems.

Input problems and resolutions into standardized company

support center application. Develop and manage internal and external support documentation.Handled routine helpdesk calls to ensure timely resolution as per Senior Management’s Service Level Agreement (SLA).

10. Any other task may perform from time to time.

# PROFESSIONAL / PERSONAL SKILLS

##### Knowledge and experience of relevant software applications –MS Office 2016 (MS Excel, MS Word, MS Outlook, Powerpoint), KE3, AS400, SAP, Crystal Report,CISCO router,Oracle Database, System Analyst for account, Ejari online, DEWA online, Imperium report calls. AVAYA, Nortel telephony systems.

##### Preparing Tenancy contract, Ejari certificate & DEWA connection.

* + Know-how to operate xerox/photo copier machine, fax machine and scanner.
  + Knowledge of administrative and clerical procedures
  + Proficient in spelling,punctuation, grammar and other English language skills.
  + Has goodinterpersonalskills&canmanageunder pressure. Computer Literate

8.Keep track of the problems being attended to close the

call as soon as the report on the resolution of problem is

received. Receive and record technical and/or application

support calls from end users.

9.Evaluate the log calls, escalate the problems if found

irresolvable by phone, to next level of support and

ensure that the problems are responded to/resolved

within prescribed time limit.

10. Provide feedback to IT Management about the system

related issues faced by users to improve the performance.

# EDUCATION

# Laguna College of Businessand Arts (Phils.)

# BachelorofScienceinComputerScience 1994-1998

Sites Power Institute – (Deira, Dubai, UAE)

**MS Excel BasicandIT Basic – Feb. 05, 2017– Mar. 31, 2017**

#### MS Excel Intermediate – Apr. 21, 2017 – May 19, 2017

Computer Society of Filipinos Int’l Corp. (KSA)

**ICND1&Intro.Networking - July 13, 2012- Aug.31,2012**