**Mark**

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# Career Objective:

* To obtain a position that will use my knowledge and skills and build a career that is beneficial for me as well as to the company.

**WORK EXPERIENCE**

**shore.gif**

**Shore Solutions, INC.**

**Address:** Bonifacio Technology Center Ground floor 31st Street

Corner 2nd Avenue,Bonifacio Global City Taguig City

**Position:** IT Support Technician

**Date:** June 2013 – November 2015

* Setup, diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary
* Perform regular maintenance to ensure that networks operate correctly
* Troubleshoot local area networks (LANs), wide area networks (WANs), and Internet systems
* Responsibility for documenting the configuration of the system
* Performing routine audits of systems, hardware’s and software
* Responsibility for local and network security, establishes system specifications by conferring with users; analyzing workflow, access, information, and security requirements

**citi_logo.gif**

**Citibank (Philippines)**

**Address:** 28th floor PBCOM Tower Makati City, Philippines

**Position:** Remote Desktop Support Engineer

**Date:** September 2009 – June 2013

* Performs first level troubleshooting, analysis, and provides high quality solutions for technical issues
* Assist global users from various issues remotely
* Add and remove applications to Citibank machines and VDI’s using active directory
* Assign VDI’s to global users and provides support using VMWare and Vsphere
* 1st line technical support; answering support queries via phone, email and remote
* Installation and Configuration of Application
* Create and maintain documentation of procedures, tip sheets and other documentation as needed to provide efficient flow of communication to the Service Desk and other IT Groups
* Notify all appropriate Offices through clear email notices for any scheduled maintenance or serious service issues
* Ensure to support in proper time to maintain the stability of user’s using Virtual Desktop, Desktop and Remote Computing Tools

**Hewlett Packard Philippines**

**Address**: Robinsons Cybergate Tower 3, Mandaluyong City,

Philippines

**Position:** Service Desk Analyst

**Date:**  May 2008 – September 2009

* Accepting Inbound Calls of seven (7) Business Units.
* Making Incident Report to all Business Units, Querying, Adding, Deleting Updating Tickets of Clients Users
* Provide first and second level support on standard desktop software products
* Provide full ownership of incidents until resolution and closure
* Perform Incident Management Process
* Perform troubleshooting and end user support for application related problems escalated from the Service Desk
* Broadcast email messages to Customer groups to keep them informed of changes to or disruptions (outages, faults) to HP provided services and to agreed Customer Services

**PERSONAL PROFILE**

* A highly self-motivated individual with education possessing a Bachelor of Science in Information System.
* Reliable professional maintaining zero service requests in the performance of tasks.
* Strong technical skills exhibiting efficient and timely service to customers
* Excellent ability to multi-task, solve problems and complete duties within deadlines while working under pressure.
* Conscientious, resourceful individual, highly skilled in exceeding customer expectations, has excellent ability to follow and implement company policies and procedures and complete tasks while working under pressure to produce quality deliverables within tight deadlines.
* Able to utilize strong verbal and written communication and interpersonal skills to effectively conduct business; worked with the public by telephone, written correspondence, or in person providing detailed information, direction and resolving issues in a very satisfactory manner.
* Proficiency with a variety of MS Office Programs including MS Word, Excel, PowerPoint and Outlook and Internet Browser.

**EDUCATIONAL BACKGROUND**

**Tertiary:** 2004-2008

ABE INTERNATIONAL COLLEGE OF BUSINESS AND ACCOUNTANCY

Bachelor of Science in Information System

328 The Big Orange Bldg., Caloocan City

**PERSONAL DATA**

Sex: Male

Date of Birth: September 11, 1984

Place of Birth: Quezon City, Philippines

Religion: Roman Catholic

Civil Status: Single

Citizenship: Filipino

Visa Status: Visit Visa

Valid Until: March 15, 2016