

EMERSON LAXAMANA GIMONGAL A

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OBJECTIVE

To gain knowledge, skills and experience with regard to my course and face new challenges and responsibilities towards ultimate career and personal advancement .

EDUCATION

Tertiary	Angeles University Foundation Bachelor of Science in Electronics And Communications Engineering	June 2006 – March 2007
	Bachelor of Science in Electronics and Communications Engineering Don Honorio Ventura Technological State University	June 2007 – April 2012
Secondary	Saint Augustine Academy Bgy. Poblacion, Floridablanc, Pampanga	June 2002 – March 2006
Primary	Basa Central Elementary School Basa Air Base, Pampanga	June 1996 – March 2002

TECHNICAL SKILLS

Knowledge in Handling and Operating Electronics and Communications Equipment

Construct/Designing simple Electronics gadgets

Basic of Turbo C++ Programming (Windows and DOS made)

Knowledge in Microwave, Cell Site, and Telephony Planning Design

Knowledge in Telephone Switching Network

Knowledge in Installing and Operating CCTV system

Knowledge in AutoCad 2D and 3D design

Computer Literate – MS Office Systems

SEMINARS AND TRAINING ATTENDED

“61st IECEP Mid-year Conference and General Membership Meeting”

Fontana Leisure Parks Convention Center, Clark Pampanga

22nd – 23rd July 2011

“Defensive Driving Training and Seminar”

OMC Building, KM21 Balintawak Toll Plaza

October 2013

“Community Extension Service Program (TESDA)”

Basic Electronics and Antena Making
Campus, Basa Air Base, Pampanga
18th -28th May 2012

“E.Q. For Positive Interaction”

King’s Royale Hotel and Resort, PhilSCA
Bacolor Pampanga.
28th – 29th July 2014

“AutoCad 2016 with Color Rendering”

Autodesk Authorized training center
Microcadd SM North Edsa

July 22, 2016 – August 4, 2016

WORK EXPERIENCE

“Technical Support Expert”

January 15, 2017 - Present

Alorica Philippines
Business Center 4 and 5 Philexcel Business Park
M.A Roxas Highway, Clark Especial Economic Zone

Work summary

- Handle all incoming phone calls with courtesy and professionalism
- Ensure the resolution of client concern/inquiries whenever possible
- Provide world class customer service

Top 2 Technical Support Expert for 2019

“Toll System Technician and Toll Telecom Technician”

February 21, 2013 – January 5, 2016

Tollways Management Corporation
Subic-Clark-Tarlac Expressway
Toll Operations Center Building Dolores, Mabalacat Pampanga.

Work Summary:

- Analyze/Troubleshoot and Repair of all Manual Toll Collection System such as System Servers, Receipt Printer, Ticket Validating Equipment (/Ticket Issuing Equipment, Visual Display Unit, and aligning lane sensors such as Automatic Vehicle Classification, Vehicle Departure Detector, LOOP rectification and Optical Barrier (OB).
- Performs Preventive Maintenance and Check List of all Manual Toll Collection System equipment’s at all toll plaza as schedule.
- Insure that all works needed meets prescribed standard of quality and insures compliance with all laws of safety procedure and policies of the company.
- Detect and Report to my supervisor any Unusual/Faulty condition of all the MTCS equipment’s

“Toll Telecom Technician”

Work Summary:

- Responsible for installing, maintaining, and repairing distribution racks, terminals, equipment, and Interconnecting and distribution cables.
- Maintained cleanliness of PBX and Equipment’s as scheduled.
- Setup and configured phone system such as VOIP and Intercom equipment’s.
- Installed telecommunications equipment and Troubleshoot and resolved phone service issue
- Maintained the operation of all radio repeaters.
- Keeping up to date of the entire radio license and telecommunication document as scheduled.

PERSONAL INFORMATION

Age: 31 years old
Birthday: 15 October 1989
Religion: Roman Catholic
Civil Status: Married

Citizenship: Filipino
Height: 5’8”
Weight: 180 lbs