

## Career Objective

Dedicated IT Service Desk professional currently providing technical support in a 1,500+ user environment. Skilled problem-solver able to communicate with users at all levels of technical proficiency. Troubleshoot, resolve and document user help requests for desktop, laptop, mobile, network and peripheral problems.

## Experience

### Tata Consultancy Services

#### Quality Assurance

August 2017–Present

#### Job Description

- Analyzes/audits service incident data, emails, voice clips, and customer surveys to identify areas of service delivery that did not meet pre-established performance standards within the IT Service Desk.
- Provides structured and timely recommendations; verbal and/or written feedback to Quality Manager, IT Service Desk, leadership, IT Service Desk operations, analysts and the Service Quality teams.
- Performs mock calls with new hires post-training to determine readiness for moving into support.
- Develops and conducts targeted group coaching sessions for analysts that address Service Quality deficiencies and/or improvement opportunities.
- Uses customer service expertise to assess existing practices and procedures for process improvement opportunities with all IT Service Desk teams and sites.
- Uses IT Service Desk tools to gather data and analyze trends or patterns affecting quality.
- Collaborates with call quality team members to identify and streamline processes and implement process standards that enhance service delivery and the customer experience.

#### Education

Rizal Technological University

***Bachelor of Science in  
Information and  
Communication  
Technology***

Boni Avenue, Mandaluyong City

#### IT Service Desk Analyst

October 2014 –July 2017

#### Job Description

- Provide 1st level technical support over the phone, web or email to external, corporate end users in reference to IT infrastructure issues on systems & applications
- Troubleshoot, diagnose and correct technical faults, using technical and diplomatic skills, and guide the caller through the necessary steps to restore functionality
- Responsible to either solve the calls yourself, or assign and chase those calls that cannot be fixed at Level 1, until functionality has been restored
- Liaise with regional Service Desk teams on service call matters and to escalate to appropriate resolver group, based on service levels agreement
- Monitor all open cases and actively communicate with users and other IT support groups to ensure that cases are resolved according to priorities stated in the Service Level Agreement
- Keep support requester updated on the progress of resolving their support ticket.
- Actively comment your work for each support query.
- Ensure all support coming in phones and conversations is logged in the support system.
- Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner

- Maintain a high degree of customer service for all support queries and adhere to all Service management principles
- Strong Knowledge in Configuration of Lotus Notes
- Strong knowledge in Virtual Private Network
- Meet key service desk metrics and service level agreements.
- Monitor and respond quickly to requests received through the helpdesk via phone or email and follow up with end users to ensure issues have been resolved.
- Resolve problems to the end user's satisfaction.
- Maintain expert knowledge of supported applications, hardware and mobile Devices.
- Interact directly with other IS personnel to determine the proper remediation for an issue.

## Globe Telecom

May 2012 – June 2014

### IT Service Desk Analyst

#### Job Description

- Serves as Single Point of Contact and 1st level support.
- Assists all users (Globe Employee - Nationwide) primarily in PC concerns, queries, and problem with their Operating system Windows XP, 2000, Windows 7, Windows 8 via phone calls or remote control and log all issues needed to be assigned and resolved on Department System.
- Provide assistance in resetting of network accounts, e-mail accounts, intranet and internet accounts, web tools accounts and other system access via phone calls or remote control and log all issues and Active Directory needed to be assigned and resolved on Department System.
- Provide assistance in setup and installation, configuration and troubleshooting on any brand of shared and network printers and other peripheral devices via phone calls or remote control and log all issues needed to be assigned and resolved on Department System.
- Provide assistance in setup, configuration and troubleshooting of Local Area Network via phone calls or remote control and log all issues needed to be assigned and resolved on Department System.
- Provide assistance in setup and installation, configuration and troubleshooting of desktop and laptop Computers via phone calls or remote control and log all issues needed to be assigned and resolved on Department System.
- Provide assistance upon user request and give necessary information via phone calls or remote control and log all issues needed to be assigned and resolved on Department System.
- Provide escalation of user incident report via phone calls or remote control and log all issues needed to be assigned and resolved on Department System.
- Perform ticket creation, updating, assigning, and closing of incident tickets.
- Respond to support tickets from clients and colleagues within agreed Service Level Agreements.
- Resolve support tickets in a fast and professional manner.
- Keep support requester updated on the progress of resolving their support ticket.
- Ensure all support coming in on emails, phones and conversations is logged in the support system.
- Setting up new users' accounts and profiles and dealing with password issues.
- Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner
- Maintain a high degree of customer service for all support queries and adhere to all Service management principles
- Provide stats for the weekly Service Desk report on call trends
- Publishing support documentation to assist staff with requests for information & provide Staff training if required

#### Technical Summary

**Platforms:** Windows (98/XP/NT /2000/Server 2003, Windows 7 / Windows 8 ),Ubuntu, iOS, Android,

**Software:** MS Office, MS Visio, MS Access, Visual Studio 6.0, CyberArk, Office 365,Vsphere,

**Languages:** Java, Visual Basic, C++, Ubuntu

**Multimedia:** Sonny Vegas, Pro Show Gold, Adobe Photoshop, Windows Movie Maker, Adobe Flash,

**Networking:** TCP / IP, VoIP, DNS, HTTP, Wireless / VPN Architecture, Routers & Switches, Firewalls, IOS, Active Directory Domain Controllers

**Remote Access:** Remote Access - Windows Remote Assistance, Net meeting, VNC, Team Viewer, Bomgar, Citrix

**Ticketing Tool-** Service Now, BMC remedy, HP service Management

**Hardware:** iPads, iMacs, tablets, desktops, laptops, printers, scanners, projectors, Hubs, Server, Switches, Routers, PC, Avaya Phone Configuration

**CHARACTER REFERENCE: WILL PROVIDE ONCE REQUESTED**

