

Nino Pasamonte

IT Consultant/Project Manager

Multi-tasking IT professional with +15 years of experience in brand and/or project management, sales and customer support. Proven leadership abilities and have an exceptional training/troubleshooting skills. Able to conduct business in fluent english and accustomed to work in a team. Outgoing and detail-oriented, proficient at building and maintaining professional relationships. Searching for a position that will further enhance my skills in technology or in any related industry.



Personal Info

Address

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Date of birth

04.27.1979

LinkedIn

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Skills

Sales/Technical Team Supervision	●●●●●●
Sales/Product Training	●●●●●●
New Account Development	●●●●○
Presentation and Proposals	●●●●●●
Collateral Materials & Promotions	●●●●○
Public Speaking	●●●●○
Analytical/Problem Solving	●●●●●●



Experience

2014 -
present

Project Manager

Telefun Transmedia Pte Ltd

- Manages software development project operations.
- Project planning and tracking using Issue and project tracking software (JIRA).
- Working with key persons to define requirements and delivery milestones for new projects.
- Working with software engineers to design prototypes, testing and product delivery.
- Supporting integration activities from software developers to end-client users via the creation and delivery of technical documentation for devices.
- Delivering objectives to strict budgets, deadlines, and data privacy agreements.

2013 -
2015

IT Consultant

LMK Commercial

- Consultant for product sales and also provides technical support if needed.
- Conducts monthly technical training/updates of products offered to their staff and technicians to keep them up to date.

2010 -
2011

Editor in Chief - iCreate Magazine

Bella Luce Publications

- Supervised the production of the monthly print of iCreate magazine.
- Edited and prepared submitted articles for publication.
- Responsible for selection, content and placement of all articles and photos, plus copy-editing and rewriting.
- Writes own reviews on locally available Apple accessories and articles related to Apple products.
- Build strategic relationships and partnerships with contributors, advertisers, sponsors and relevant companies.
- Managed marketing and promotion via Facebook and Twitter accounts.

2006 -
2010

Operations Manager

Digital Hub

- Tasked to lay the groundwork for the service center part of the company and to prepare all the needed requirements needed by Apple to be become an Authorized Service Provider .
- Drafted contracts and designed all the receipts, and other documents needed for operations.
- Provided hands-on training and necessary materials to newly hired technicians as requirement for Certification Exams.
- Managed overall operations budget and resources, from staff performance reviews, approval of salary packages, to resolving internal company issues and problems.
- Handled VIP clients, provided in-house training and repairs for other products.
- In charge of overall operations once the service center branched out to different locations, and supervise all repairs processed via the Apple Global Service Exchange (GSX), and also other customer related concerns or complaints.

- Time Management ●●●●●●
- Research Oriented ●●●●○
- Creative ●●●●○
- Customer-Oriented ●●●●●●
- Ability to Work Under Pressure ●●●●●●
- Conflict Resolution ●●●●●●
- Adaptability ●●●●●●

- Responsible for training of new contractual sales staff recruits which will be assigned to the different branches.

2004 -
2005

Technical Support Manager

Globe Solutions

- In charge of corporate tech support overall operations for Globe Telecoms corporate solutions.
- Provided technical support to selected corporate VIP's.
- Organized office transition from paper support tickets to a software based and online tracking of support tickets for faster support turn around time management.
- Conducted testing and provided recommendations on mobile phone prototypes that will be available in the market for corporate use.

2003 -
2004

Business Development Manager

Microwarehouse Inc

- Handled high-level strategies on how to present and offer the Palm handheld to businesses, and implemented solutions to clients.
- Responsible for overall hands-on training to corporate clients.
- Developed business plans and recommendations to senior management.
- Establish and present training materials for sales and account management teams.

2002 -
2003

Operations Manager

Palm Doctors

- Manages everyday operations.
- Responsible for hands on training for technicians on how-to : memory upgrades and part replacements for Palm Handhelds.

2001 -
2003

Technical Support Manager

Microwarehouse Inc

- In charge of technical support operations ranging from basic OS upgrades, to troubleshooting issues with the handheld PDAs and facilitate warranty claims and replacements going to and from Palm Singapore.
- Provided in-house training for all sales staff from different handheld retailers that officially carry the Palm Handhelds in the Philippines and presentation materials.

2000 -
2001

Product Specialist

Mobile One

- In charge of sales and product information/support for Palm handheld products.
- Responsible for all queries from walk-in customers who are interested in Personal Digital Assistant devices such as Palm and Handspring devices.

Additional Activities

2003 -
present

PhilMUG (Philippines Apple Users Group)

Website Forum Owner -Administrator/Board Member

Certificates

- Apple Certified Desktop Technician
- Apple Certified Portable Technician
- Apple Certified Help Desk Specialist
- Apple Certified Support Professional

Education

- 2011 -
2013 **Our Lady of Fatima University**
- Medicine (1st Year - 2nd Year)
- 2005 **St. Lukes College of Medicine**
- Medicine (1st Year)
- 1995 -
2000 **Our Lady of Fatima University**
- B.S. Physical Therapy