MENANDRO BONA ANDREI G. DE GUZMAN III

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PROFESSIONAL SUMMARY

- Efficient and knowledgeable computer support team member accustomed to independently evaluating and solving range of technical issues. Trained in software, hardware and networking problems. Quickly troubleshoots concerns and diagnose root causes.
- Dependable service industry worker equipped for fast-paced work and changing daily needs. Serves customers effectively with attention to detail and hardworking approach. Seeks out opportunities to go beyond basics, improve processes, and increase customer satisfaction.

SKILLS

- Application support
- Resolve technical problems
- Optimize system performance
- Customer relations
- Repair hardware
- Support end-users
- Multitasking
- Problem-solving

EXPERIENCE

Service Desk Technician, **Global Payments Process Centre Inc.**, Sep 2018 - Current, Mandaluyong Philippines
- Maintained computer systems and acted as support for end user problems.
- Evaluated problems with applications, workstations, servers, and network components to serve customers and manage technical questions.
- Assisted with maintaining database integrity and tracking data processing for accuracy and conformance with specifications.
- Addressed system and user issues and identified solutions.

Help Desk Analyst, **Unisys Philippines**, Feb 2018 - Sep 2018, Mandaluyong Philippines
- Expedited support calls by creating repeatable scenario guides for common technical problems.
- Offered remote onboarding services, helping customers to complete initial device setup and connection procedures.
- Performed one-on-one remote helpdesk calls resolving customer issues via video chat.
- Maintained computer systems and acted as support for end user problems.
- Addressed system and user issues and identified solutions.

Technical Support Analyst, **Reed Elsevier Shared Services**, Dec 2016 - Feb 2018, Quezon Philippines
- Diagnosed program malfunctions, identifying root causes and implementing corrective solutions.
- Coordinated with users and management teams to establish system requirements for specific software solutions.
- Documented and maintained detailed records of support requests, escalations, and actions taken.
- Guided users through detailed hardware installations and technical fixes via phone call, email, and live chat.

Service Desk Analyst, **Atos Philippines**, Nov 2008 - Nov 2015, Quezon Philippines
- Aided internal and external contacts with credentialing tasks such as password resets, username requests, and more.
- Communicated effectively with confused customers, aiding in comprehension of product features and usage.
- Analyzed customer complaints for ideal solutions, reporting products and service issues to appropriate personnel for remediation.

Technical Support Representative, **Telus Philippines**, Nov 2006 - Feb 2008, Pasig Philippines
- Diagnosed program malfunctions, identifying root causes and implementing corrective solutions.
- Communicated clearly asking informed questions and listening actively to provide targeted support for technical issues.
- Documented and maintained detailed records of support requests, escalations, and actions taken.
- Coordinated with users and management teams to establish system requirements for specific software solutions.

EDUCATION

Associate in Computer Systems Design and Programming   May 2000
AMA Computer Learning Center - Quezon, Philippines