

Gretchen M. Lear

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SUMMARY

Trusted and hardworking employee who is experienced in customer service and ticketing system. Motivated to assist end-users with technical issues.

- Helpdesk Support
- Microsoft Windows and Office
- Resolving Problems and Incidents
- Multitasking and Prioritization
- Logging Information

EXPERIENCE

Dana Club, Doha, Qatar - IT Assistant

January 2022 - Present

- Responded individual tickets to provide end-user support on systems and software.
- Performed installation of desktops, preventive maintenance and troubleshooting.
- Troubleshot hardware issues and worked with service providers to facilitate repairs for end users.
- Maintained inventory of IT supplies by checking and documenting levels regularly.
- Assisted for Data Entry in the system.

Prince Retail Group of Companies, Cebu City, Philippines - ICT Application Support

April 2021 - November 2022

- Coordinated with teams and resolve application and system issues and provide updates
- Escalated technical issues to the development team.
- Handled user account access management, assigning credentials, distributing permissions.

Prince Retail Group of Companies, Cebu City, Philippines - ICT Helpdesk Technician

March 2019 - April 2021

- Served as the first point of contact for users seeking technical assistance through chat, phone or email and through Manage Engine Ticketing system.
- Troubleshot daily ICT desktop client issues, supporting multiple departments and various offices.
- Provided first call resolution based on computer issue.

Quess, Cebu City, Philippines - IT Helpdesk

May 2017 - May 2018

- Provided basic assistance or level 1 support for incoming queries and issues related to hardware and software to company personnel.
- Assigned or routed helpdesk tickets to technicians to resolve the issue in level 2.

Dimension Data, Cebu City, Philippines - Desktop Support

September 2016 - April 2017

- Responded to assistance requests from users and directed individuals through basic troubleshooting tasks.
- Provided on-site or remote technical assistance including the setting up of computer hardware systems, installing and upgrading software, and troubleshooting basic IT issues.

Convergys, Cebu City, Philippines - *Technical Support Representative*

September 2015 - February 2016

- Answered incoming phone calls and troubleshoot customer technical problems with their computers.
- Documented customer complaints and inquiries for use in technical documentation.
- Identified opportunities to upsell technical products and services.

OTHER EXPERIENCE

Jakob Hatteland Computer AS, Nedre Vats, Norway - *System Developer*

November 2014 - April 2015

- Did software manual writing.
- Wired schematics
- Assembled and soldered prototypes
- Did mechanical maintenance of prototypes
- Testing newly/repaired hardware and software components

Blindheim Family, Barstadvik, Norway - *Aupair*

February 2012 - February 2014

- Took a share of the family's responsibility for childcare as well as some housework.
- Attended Basic Norwegian Language Course as part of cultural exchange.

Gaisano Grand Mall, Cebu, Philippines - *HR Timekeeping Staff*

August 2010 - December 2011

- Maintained time sheets and accurately inputted employees' time and attendance data into the computer system.
- Verified attendance and hours worked.

Freemont Foods Corporation, Cebu City, Philippines - *Service Crew*

August 2006 - October 2007

- Prepared and served food to customers.
- Took orders, prepared foods and processed payments for customers.
- Verified orders and bagged items for easy transport.

EDUCATION

University of Cebu, Cebu City, Philippines - *B.S. Computer Engineering*

June 2002 - May 2010

TRAININGS/CERTIFICATIONS

- Project Connect - Manage Engine Service Desk Plus Training - ITG Company - 2019
- Certificate of Completion- Train the Trainers Workshop, Prince Retail Group of Companies - 2019
- Certificate of Completion - Work Attitude and Values Enhancement Training - Prince Retail Group of Companies - 2019
- Career Service Sub professional Eligibility - Civil Service Commission - 2016
- Norwegian Language Exam - Norskprove 2 - 2013