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.
- Hardworking individual focused on completing work quickly to consistently exceed targets. Reliable team member accustomed to taking on challenging tasks. Dedicated to business success.

Skills

- Application support
- Resolve technical problems
- Creative thinking
- Research

- Problem simulation
- Support end-users
- Motivation
- Problem-solving

Experience

09/2018 to Current   **Service Desk Technician**

Global Payments Process Centre Inc. - *Quezon city, Metro Manila, Philippines*

- Addressed system and user issues and identified solutions.
- Maintained computer systems and acted as support for end user problems.
- Answered user inquiries regarding computer software or hardware operation to resolve problems.
- Installed and performed minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.

02/2018 to 09/2018   **Service Desk Analyst**

Unisys Philippines Ltd LLC - *Mandaluyong, Metro Manila, Philippines*

- Responded to customer queries within prescribed communication windows, providing valuable follow-up information and reliably addressing client concerns.
- Communicated effectively with confused customers, aiding in comprehension of product features and usage.
- Aided internal and external contacts with credentialing tasks such as password resets, username requests and more.
- Answered user inquiries regarding computer software or hardware operation to resolve problems.

12/2016 to 02/2018   **Technical Support Specialist**

REED Elsevier Shared Services Philippines Inc. - *Quezon city, Metro Manila, Philippines*

- 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.
- Answered user inquiries regarding computer software or hardware operation to resolve problems.

11/2008 to 11/2015   **Service Desk Associate**

ATOS Philippines - *Quezon city, Metro Manila, Philippines*

- Documented and maintained detailed records of support requests, escalations and actions taken.
- 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.
- Reduced support calls by contributing self-help information, operating tips, FAQs and technical solutions to common problems.

11/2006 to 02/2008   **Technical Support Representative**

Telus Philippines - *Pasig city, Metro Manila, Philippines*

- 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.
- Diagnosed program malfunctions, identifying root causes and implementing corrective solutions.
- Guided users through detailed hardware installations and technical fixes via phone call, email and live chat.

01/2004 to 07/2005   **Service Crew Member**

Pizza Hut Philippines - *Quezon city, Metro Manila, Philippines*

- Informed customers of specials or promotions to answer questions, place orders and process payments.
- Tended to customer needs to foster pleasant experience and encourage repeat visits.
- Prepared food according to specifications to promote food safety standards.

Education

05/2000   **Associate Course Degree: Computer Systems Design and Programming**

AMA Computer Learning Centre - *Quezon city, Metro Manila, Philippines*

- Graduated with distinction.