

Gil A. Alcayde Jr.

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SUMMARY OF QUALIFICATIONS

- Over 12 years of experience in help desk support
- Strong background in Information Technology
- Proven skills in technical aspects and customer service
- Demonstrates ability to provide technical assistance to users over the phone, via remote access and onsite support
- Professional communication skills include fluency in English
- Graduate of Bachelor of Computer Science
- Computer skills include:
 - Windows 11
 - MS Office, MS Outlook, internet
 - Systems Applications and Products (SAP)
 - Citrix
 - LAN / WAN
 - IT Ticket System

PROFESSIONAL EXPERIENCE

Information Technology Helpdesk Coordinator (Global Support) 2009 – 2021
Commscope Solutions Singapore PTE. LTD.
89 Science Park Drive #02-11/12 The Rutherford Singapore Science Park 1 Singapore, 118261

- Responsible for first line of technical support for global users
- Provides technical assistance to users over the phone, via remote access and onsite support when necessary
- Performs diagnostics and troubleshooting for Dell laptops, desktops, as well as various network printers and hand held scanners
- Coordinates communication with various departments for outages and high priority issues which impact production
- Documents incidents, detailed troubleshooting steps, resolution and requests using IT Inbox ticketing system
- Knowledgeable in user management and account creation & maintenance in Active Directory
- Experienced in user account creation, management and printer set up in SAP for Transport
- Monitors and tracks tickets until closure and provides regular updates to users
- Escalates advanced technical and application issues to relevant support groups
- Proactively communicates recommendations for changes pertaining to service with Manager as part of continuous service improvement initiative

Technical Support Engineer

2008 – 2009

Trend Micro Inc.
Eastwood City Cyberpark, Quezon City, Philippines

- Guided customers through established troubleshooting procedures to identify and resolve technical problems
- Provided technical support and handled sales escalations via phone and email
- Utilized computer/on-line guidelines in responding to customer inquiries
- Responsible in ensuring all tickets are responded and resolved within Service Level Agreement
- Accountable in keeping the team updated of new products, services, and procedures

Customer Service Representative

2007– 2008

24/7 Customer Philippines Inc.
Insular Life Building, Ayala Makati City, Philippines

- Handled small and medium businesses for mobile postpaid customers
- Supported customer's billing, enquiries and disputes
- Provided assistance to stores/dealers with regard to customer's account
- Processed orders like changing rate plans and other customer's requests
- Managed customer's rate plans enquiries

Technical Support Representative

2004– 2007

TeleTech Customer Care Management Phils, Inc.
SM Central Business Park Pasay City, Philippines

- Performed troubleshooting for DSL connection and 2wire modem/router (Split Skill)
- Handled wireless connection setup, HPNA and USB connection
- Supported networking of multiple computers
- Reinforced Macintosh wireless connection using 2-wire modem
- Managed frequent caller issues (DSL Technical Support)
- Maintained ownership of all customer problems and provided timely updates then set escalation priority
- Responsible for ensuring the efficiency and effectiveness of each member of the team in delivering support to customers
- Motivated and instructed team members in order to maximize skills, production and quality service
- Supervised daily service output and ensured customer satisfaction is met.
- Demonstrated innovation and good judgment / problem solving skills when making decisions
- Established a course of action for self and others to accomplish a specific goal while using appropriate resources

- Dealt with customer satisfaction and retention issues
- Met or exceeded requirements for productivity, availability and quality measurements (calls per hour, customer satisfaction, etc.) to ensure activity levels are sufficient enough to drive results
- Appointed as Floor Walker who supervised new hired employees during transition period

EDUCATION

HDI Support Center Analyst Certificate 2015
Singapore

Bachelor of Computer Science 2004
Mapua Institute of Technology