

REYNALD G. DELA CRUZ

Complete Current Address: Block 7 Lot Drachma Street
Leveriza Heights Subdivision
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Quezon Province
Philippines 4327

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Objectives/Summary: To perform and share my knowledge, skills, and potential to the best that I can.
To live and work for an encouraging and highly developed country that provides better opportunities and a brighter future for my family.

Highlights of Qualification/Skills:

- Ability to lead a team of diverse members
- Communication skills in the English language.
- Good management of time and organizational skills.
- Highly adaptable and fast learner in new fields.
- Self-motivated, hardworking, energetic, and multi-tasking

Educational Background:

- Computer Technician
- ACCESS Computer College
- SY 1997-1999

Employment History:

Position/Title: Storekeeper

- Company/Employer Name: Panda Retail Company
- Company Address: Riyadh, Kingdom of Saudi Arabia
- Complete Tenure Date 11/03/2008 to 05/23/2011

Job description/duties and responsibilities:

- Ordering all spare parts needed in the facility and machinery such as generator, conveyor, boiler industrial washing machine, cleaning machine, and jack lift.
- Submit on-time inventory report to Senior Facility Supervisor. Receiving all general spare parts.
- Use of forklift for loading and unloading items.

Position/Title: Picker

- Company/Employer Name: Panda Retail Company
- Company address: Riyadh, Kingdom of Saudi Arabia
- Complete Tenure Date 06/26/2005 to 11/02/2008

Job description/duties and responsibilities

- Picking a store order item using Manhattan System and Radio Frequency
- Use of forklift for loading and unloading items.

Position/Title: IT Service Desk Analyst

- Company/Employer Name: Panda Retail Company
- Company address: Jeddah, Kingdom of Saudi Arabia
- Complete Tenure Date 05/24/2011 to 02/10/2021

Job description/duties and responsibilities

- Provides the clients the first-line support and technical issues by troubleshooting, identifying and correcting, or advising on operation issues in IT System, on-site, by phone, or remotely in order to resolve all incidents promptly.
- Categorize the level of issue severity on the service desk system by analyzing tickets, and communicating with end users to resolute resolvable tickets and reassign unresolved tickets to the Supervisors and/or the relevant team.
- Provides guidance and coaches the clients on how to deal with their most common recurring problems through one on one sessions to improve their IT literacy

Character References:

Romar Galoy

Inventory Manager

Panda Retail Company

Kingdom of Saudi Arabia

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Paul Sam Santos

Operation Manager

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