



# Crystal Jade Paras

+63 9453413578

talatamayop9@gmail.com

250 Camia St., Cofradia City of Malolos, Bulacan



## EDUCATION

**Bulacan State University**, City of Malolos, Bulacan

Bachelor of Industrial Technology, Major in Computer Technology      2008 - 2012



## SKILLS AND QUALIFICATIONS

- Computer Networking and Troubleshooting
- Apple machine/devices troubleshooting
- Knowledgeable with Active Directory, VPN, Windows Application, Ticketing system
- Ameyo, Kyndryll, Fresh Desk and Service Now.
- Troubleshooting POS server, re image, installing drivers and software.
- Can Work with minimum supervision
- Fast learner



## EXPERIENCE

### STARTEK

General Care Representative  
Eton Cyberpod, Ortigas  
April 2012 - December 2012

#### Duties and Responsibilities:

- Troubleshooting Telco devices
- Assisting with the plan upgrades and billing concern.
- Providing new and qualified promotions

### TRANSCOM

Technical Support Representative  
Ortigas, Philippines  
February 2013 - April 2014

#### Duties and Responsibilities:

- Troubleshooting internet issue, Cable boxes and phone
- Assisting with the plan upgrades and billing concern.
- Providing new and qualified promotions
- Providing technical support to consumer via phone
- Providing option for on site technician if basic Troubleshooting did not work

### ALORICA

Technical Support Representative  
Exportbank Makati, Philippines  
June 2014 - 2018

#### Duties and Responsibilities:

- Troubleshooting internet issue, Cable boxes and phone
- Assisting with the plan upgrades and billing concern.
- Providing new and qualified promotions
- Providing technical support to consumer via phone
- Providing option for on site technician if basic Troubleshooting did not work

## ATOS

IT Help desk L1  
One Ecom MOA, Pasay  
October 2018 - December 2020

### Duties and Responsibilities:

- Gathering Internal and external employee's information and determine the issue by evaluating and analyzing the symptoms.
- Assisting with the Company Enterprise access, application and machine troubleshooting.
- Providing first level of assistance with VPN, Active Directory and Windows application.
- Assisting Mac and Windows users on installing software and configuration via Remote Tools.
- Assisting Disney Park employees with POS issue and POS application.
- Responsible for logging/tracking concern via ticketing system or Service Now.
- Endorsing all unresolved concern to the second level of support.

## Health Delivery System Inc.

IT Help desk L1  
Manadulong, Philippines  
June 2021 - May 1, 2022

### Duties and Responsibilities:

- Assisting all participant with the activation of their application for Vaccine.
- Troubleshooting mobile application
- Responsible for logging concern via ticketing system.
- Providing first level of assistance with the internal employee.

## Catch Training

Virtual Assistant  
May 17, 2022 - Present

### Duties and Responsibilities:

- Managing schedules for ongoing training
- Assisting enrollee, trainers and participants for online portal
- Troubleshooting portal access and errors
- Coordinating with manager, director and clients



## CONTACT REFERENCE

### Geli Tuazon Castaneda

Alorica  
Team Leader  
Contact number: +63 9055482304

### Elizabeth Bautista

Health Delivery System Inc.  
Manager  
Contact number: +63 9176504110

*I hereby declare that the above information is true and complete. I understand that a false statement may disqualify me from employment or cause my dismissal.*

A handwritten signature in black ink, appearing to read 'Geli Tuazon Castaneda'.