

**BOHOLANO, SHAYNE B.**

Blk.23 Lot 44 Cedar 3, Singapore St. Carmona Estates, Lantic, Carmona Cavite,  
Philippines, 4116

Contact No: +639338191633

Email: rayne\_3024@yahoo.com



**PERSONAL BACKGROUND**

Age: 38

Height: 5'3"

Birth date: March 03, 1984

Nationality: Filipino

Civil Status: Married

Gender: Female

Weight: 57 kg

Birthplace: Sta. Cruz, Malilipot, Albay

Religion: Roman Catholic

Languages/Dialects: English, Filipino

**WORK EXPERIENCE**

October 26,2015- Present

Lead Consultant /Service Desk Engineer  
Verizon Communication Phils.

April 23, 2007- September 21,20

Case Manager /Dell's Technical Support  
Convergys Philippines

May 11 2006- January 06, 2007

Final Visual Inspector  
Cirtek Electronics Corporation

## EDUCATION

College Graduate

University of Santo Tomas-Legazpi

2001-2006

College of Engineering

Course: **BS in Computer Engineering**

## BACKGROUND OVERVIEW

- Knowledgeable in documenting customer issues and network problems in Verizon proprietary systems and ServiceNow platform for troubleshooting incidents/problems and tracking.
- Experienced in engaging carrier and vendor support (e.g., Verizon Business, Lumen, LEC/CLECs support groups, IBM, Cisco, NCR) support groups to aid in circuit and equipment trouble diagnosis and repair.
- Understands the overall industry direction with regard to telecommunication technologies and the applications they will support.
- Have the ability to effectively document network outages and activities performed to restore outages.
- Handles customer escalations via phone/emails.
- Excellent customer care skills, including experience taking customer related technical calls.
- Knowledge with Hardware and Software troubleshooting
- Basic Networking , LAN and wireless setup
- Troubleshoot Desktop, Portable, Printer and Tablet.
- Strong written and oral communication skills.
- Good interpersonal skills and public relations, reading, listening and writing.
- Versatile, can easily adapt to the working environment.
- Knowledge in Microsoft Word, Excel & Power Point and Outlook
- Knowledge in all Windows Operating Systems –XP, Vista, Win7 and Win8 and Win10

## **SEMINARS / TRAININGS ATTENDED**

March 9-21, 2015	<b>Cisco 1-4 Routing and Switching Technology</b> Computer Networking Career and Training Center
August 15, 2015	<b>Windows 10 Training</b> Convergys Philippines/Stream Global Solutions
November 17, 2012	<b>Wireless Setup</b> Convergys Philippines/Stream Global Solutions
May 25, 2007	<b>Dell Client Specification Training</b> Convergys Philippines/Stream Global Solution

## **CHARACTER REFERENCE**

Gerlie Barredo  
09275677198  
Case Manager/L2  
Convergys Philippines

Shayne Abiera Senior  
Manager  
Verizon Communication Phils.

Laarni Limaco  
Supervisor  
Verizon Communication Phils.