

# Menandro Bona Andrei De Guzman

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## PROFESSIONAL SUMMARY

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Customer service professional committed to balancing company goals while helping all customers find satisfactory solutions.

Resourceful problem solver who is adept at remaining calm in stressful situations and effectively assisting a variety of customers.

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## AREAS OF EXPERTISE

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Customer Service

Technical Support

Troubleshooting

Communication

Problem Solving

Fast Learner

Flexibility

Adaptability

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## CAREER EXPERTISE

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### Service Desk Technician

2018 - Present

Global Payments Process Centre Inc. Quezon City, Philippines

Test and assess issues related to computer software and hardware, including operating systems, such as Mac and Windows. Document user requests and also update client trouble tickets with the current status of the issue.

### Service Desk Analyst

2018 - 2018

Unisys Limited LLC Mandaluyong City, Philippines

Resolving incoming client and personnel IT queries remotely via email and phone, or at the office. Prioritizing and resolving IT concerns and escalating serious issues to relevant stakeholders.

### Technical Support Specialist

2016 - 2018

Reed Elsevier Shared Services Inc. Quezon City, Philippines

Installing and maintaining hardware, operating systems and software programs Troubleshooting and solving hardware, software and connectivity issues Educating end-users about new systems

### Service Desk Analyst

2016 - 2016

United Health Group Quezon City, Philippines

Respond to customer inquiries by phone, walk-ins, or email and provide original fixes for users' computer problems. Manage current understanding of important technology. Resolve or separate the requests for initial call services.

**Service Desk Analyst****2008 - 2015**

Atos Quezon City, Philippines

Respond to customer inquiries by phone, walk-ins, or email and provide original fixes for users' computer problems. Manage current understanding of important technology. Resolve or separate the requests for initial call services.

**Technical Support Representative****2006 - 2008**

Telus Pasig City, Philippines

Troubleshoot basic and advanced software/hardware issues with internal and external customers via phone, e-mail, chat, and remote control/assist software

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**EDUCATION**

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**Computer Systems Design and Programming** 1998 - 2000  
**AMA Computer Learning Centre**