

JEAN KENNETH BARRANDA

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Experienced Information Technology Service Desk with a demonstrated history of working in the information technology and services industry. Skilled in Computer Networking (CCNA R&S), Service Desk, Information Technology, Technology Services, and Android Development. Strong information technology professional with a Bachelor of Technology.

SKILLS

- Computer Networking
- Customer service (Phone & Chat support)
- Android application development
- Good knowledge of OSI & TCP/IP model
- Basic knowledge in configuring switches and router
- Ip addressing/Subnetting
- Good understanding for networking protocol such as RIP, EIGRP and OSPF
- Basic knowledge for BGP and MPLS
- Good understanding for IPSEC VPN
- Good understanding of route summarization and load balancing
- Basic understanding of ACL, NAT&PAT, PPP, CHAP, Frame relay, DHCP & DNS.

EXPERIENCE

SEPTEMBER 2017 – TO PRESENT

I.T SERVICE DESK, DXC TECHNOLOGY

- Act as Single Point of Contact for all incidents via appropriate contact mechanisms (Telephony, E-mail, and chat)
- Authenticate caller identity for the purpose of password reset, order request, or request inquiry, etc
- Provide first level analysis and resolution of IT related issues on all incidents within the resolution capability of Service Desk
- Log and track contacts through resolution, including a timetable of any support actions from receipt
- Route to appropriate team if incident could not be resolved at first level - second and/or third line support / third party vendor - responsible for resolution
- Log and manage user escalations (including escalating Incidents according to an agreed escalation procedure documented in knowledgebase)
- Keep users appropriately informed for any progress of their incident
- Handling of high priority issues and endorsing it to incident management team

AUGUST 2016 – SEPTEMBER 2017

TECHNICAL SUPPORT, CURO TEKNIKA

- Act as Single Point of Contact for all incidents or request via telephony
- Authenticate caller identity for the purpose of SMS, voice, data and rewards.
- Provide first level analysis and resolution of telecommunication related issues on all incidents or requests within the resolution capability of Service Desk
- Log and track contacts through resolution, including a timetable of any support actions from receipt
- Route to appropriate team if incident could not be resolved at first level - second and/or third line support / third party vendor - responsible for resolution
- Log and manage user escalations (including escalating Incidents according to an agreed escalation procedure documented in knowledgebase)
- Keep users appropriately informed for any progress of their incident

JUNE 2015 – JULY 2016

MOBILE APPLICATION DEVELOPER, UNITED LABORATORIES

- Develop advanced application for Android platform.
- Collaborate with other teams for the process and development life cycle.
- Testing and Bug fixing.

APRIL 2014 – APRIL 2015

TECHNICAL SUPPORT ENGINEER, MICRODATA SYSTEMS AND MANAGEMENT

- Deliver and configure different cisco IP Telepresence
- Setup data rack, cable pulling and patching.
- Assist in setting IP cameras
- IP Addressing/Subnetting

EDUCATION

2010-2014

B.S IN INFORMATION TECHNOLOGY, CENTRO ESCOLAR UNIVERSITY

IT CERTIFICATION

Cisco (CCNA) – Router and Switching Technology

Fortinet - NSE1&2

Microsoft – Azure Fundamentals