



DONALD GALLANO VELARDE

IT Service Desk Engineer

My Contact Details

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Hard Skill

- Basic troubleshooting
- Order management
- Contract management
- People management
- Quality assurance

Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking

Educational Background

- CAP College Foundation Inc.
AB in Information Technology
Graduated in May 2016
- University of the Philippines in the Visayas
Cebu College
BS Computer Science
Undergraduate - Senior level

About Me

Dedicated, passionate, results and details-oriented IT Service Desk Engineer with 16 years of experience in the BPO industry.

Professional Experience

Cognizant | IT Service Desk Engineer
August 2021 – Present

Key Responsibilities:

- Serves as front-line technician who interacts directly with clients to assist in diagnosing, analyzing, troubleshooting, and resolving IT issues/concern by processing tickets, responding to emails or chat and answering calls.

CGI, Inc. Phils. | Contract / Quality / Lead Specialist
August 2017 – December 2020

Key Responsibilities:

- Contract Specialist - Develops, coordinates, and administers contracts for products and/or services for one or more defined operating entities within the organizational structure. Serves as a primary point of liaison with contractors, monitors existing contracts for compliance with terms and conditions.
- Quality Specialist - Responsible for assessing the quality of the performance of members who deal with existing and potential customer. Monitor inbound and outbound call, chat, ticket and emails responses to assess associate's demeanor, technical accuracy, customer service performance, and conformity to company policies and procedures. Assist in developing, creating and implementing quality processes and procedures; as well as making recommendation for enhancements to training materials as needed.
- Lead Specialist - Manages and leads a team of employees. Communicates company goals, safety practices, and deadlines to team. Motivates team members and assesses performance. Provides help to management, including hiring and training, and keeps management updated on team performance. Communicates concerns and policies among management and team members.

Alorica Inc./ West Contact Services, Inc. | Voice and Data
Services Manager

April 2011 – August 2017

Key Responsibilities:

- Perform functions of an Order Manager in handling solely the disconnect of the telecommunication services of various US companies (Private/Government)

Infosys | Senior Process Executive

July 2010 – April 2011

Key Responsibilities:

- Perform functions of a Order Manager in handling move, add, change and disconnect (MACD) of the telecommunication services of various US companies (Private/Government)

Teletech | Technical Support Representative

Feb 2007 – June 2010

Key Responsibilities:

- Serves as front-line technician who interacts directly with residential customers to assist in troubleshooting connectivity concern by answering incoming calls.

Achievements

- ✓ Completed 40 hours training on CCNA
- ✓ Received plaque of appreciation as TDD Best Performer 2012
- ✓ Received commendations from various accounts/clients
- ✓ Received awards/GCs for Perfect Attendance