

# ADRIAN ARNEL D. ALETA

## SENIOR IT SUPPORT TECHNICIAN

Butuan City, Philippines

+63-91062-56224

adrian.aleta.91@gmail.com

### Educational History

#### Father Saturnino Urios University | Butuan City, PH

BS in Computer Science | June 2008 - March 2012

- Studied project planning, coordination, and ethics
- Worked with various startups on launching new apps and services

### Additional Skills

- Good work Ethic
- Adaptability
- Teamwork
- Problem-Solving Skills
- Verbal and Written Communication

### Work Experience

#### TIER II REMOTE IT SUPPORT SPECIALIST TO SENIOR IT SUPPORT TECHNICIAN

FAR OUT SOLUTIONS INC | January 2022 - Present

- Provides resolution escalated service tickets
- Works with clients to evaluate and solve technical problems
- Configures and Support Internal and external networks
- Develops and maintain all system application, security and network configuration.
- Microsoft Office 365 Administrator/Developer: Sharepoint, Azure, Exchange, Sway, Power BI, Teams
- Maintain and Administer Multiple Tenant MS Office 365 admin center
- Recommends upgrades, patches and new application and equipment
- Support enterprise MFPs such as Xerox, Kyocera, Fuji, Brother, Canon and HP
- Analyze complex computer systems, identify problems, and develop and implement logical conclusions and effective solutions.
- Other supported applications: Zoho, DUO, and iDrive, Webroot
- Ticketing System: Autotask Datto RMM

#### REMOTE IT HELP DESK TECHNICIAN

INDEPENDENT CONTRACTOR | August 2020 - December 2021

- Document, Track, and escalate service tickets
- Perform desktop and laptop support tasks, such as issues, application installation and configuration, and applying user-level settings
- Configures and Support Internal and external networks
- Develops and maintain all system application, security and network configuration
- Install, configure, maintain and troubleshoot PC hardware and software and provide user level technical support on applications and off the shelf Microsoft products
- Microsoft Office 365 Administrator/Developer: Sharepoint, Azure, Exchange, Sway, Power BI, Teams
- Monitor trouble tickets system and respond to all trouble reports within established goals

#### CAR SALES ASSOCIATE (SUZUKI AUTOMOBILE)

Grand Canyon Multi Holdings, Inc. | Butuan City, PH | January 2018- September 2019

- Understands automobiles by studying characteristics, capabilities, and features.
- Cultivates buyers by maintaining rapport with previous customers and suggesting trade-ins
- Turns customers into buyers by matching them with their ideal car.
- Demonstrates vehicle features and takes customers on test drives.
- Demonstrates automobiles by explaining warranties and services.
- Closes sales by overcoming objections, asking for sales, negotiating prices, and completing sales and purchasing contracts.
- Provides sales management information by completing reports.

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### IT HELPDESK SUPPORT ENGINEER

SUPPORTSAVE SOLUTIONS, INC | Cebu City, PH | November 2014 - July 2017

- Network Administration
- Asset Management and Procurement
- End-user(Clients & Agents) Technical Support
- Telephony, Remote Desktop Support
- PC Server Software & Hardware Installation and Troubleshooting
- Support Microsoft Applications
- Computer setup for multiple clients/accounts

### TECHNICAL SUPPORT REPRESENTATIVE

Executive Boutique | Cebu City, PH | July 2014 - October 2014

- Efficiently analyze customer issues and provide logical solutions through phone and remote PC
- Install and maintain hardware, software, and other equipment to meet client requirements, routinely observe operational performance, and install security patches and updates when necessary.
- Troubleshoots system and network problems and diagnosing and solving hardware.
- Maintains documentation, performance tuning; troubleshooting network problems; escalating problems to vendor, utilization, throughput, good-put, and latency; planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; establishing connections and firewalls or software faults.
- Assists or facilitates setting up of new users' accounts and profiles and dealing with password issues.
- Create group/user policies within active directory.
- Provides coaching and assistance to subordinates.

### TECHNICAL SUPPORT REPRESENTATIVE(Gaming Console & Tablet Computer Console)

Stream Global Services (Convergys) | Cebu City, PH | November 2013 - May 2014

- Respond to technical service inquiries from customers in a timely fashion
- Develop product knowledge to serve as a technical resource to the Domestic and International sales teams
- Efficiently analyze customer issues and provide logical solutions through phone, chat and remote PC
- Develops and maintains accurate and up-to-date user and system documentation regarding computer related issues
- Performs other related duties as required to support Company objectives
- Troubleshoots computers systems and performs virus and malware removal
- Respond to any error in the system and find ways to solve and correct any problem existing.

### MATERIALS CONTROL CLERK TO IT SUPERVISOR

Laz Vasmun Homes Inc. | Cebu City, PH | June 2012 - November 2013

- Network and Database Admin
- Database and Web Development using wordpress and Microsoft Access
- Implement Policy and Procedures documentation
- Support Computer hardware/software and printers
- Files and System Data backup daily
- Export/Import MS Access database from each project site of the company and upload to the central database
- Perform weekly back-up operations ensuring all required database
- On-boarding and Off-boarding Employee Process