

# Andrew Florendo

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## Profile

Friendly and engaging team player and leader able to inspire staff to perform their best. Senior technician that provides high-level technical support, with leadership-counselor experience, active in volunteerism, and personal growth engagements. Experienced yet trainable, a flexible smart worker with drive for efficiency, sound work ethic and excellent problem-solving skills, very strong customer interfacing skills and decision making.

## Experience

### **ERNST & YOUNG GDS PHILIPPINES - [HTTPS://WWW.EY.COM/EN PH](https://www.ey.com/en_ph) SUPPORT EXPERIENCE CENTER SENIOR ASSOCIATE OCTOBER 2015 – CURRENT**

- Co-leads daily Operations for Americas Service Desk L2 composed of 8 to 14 associates
- Handles routine CSAT and DSAT followed by techs monthly KPI and scorecards,
- Co-lead Messaging/Mailbox service requests
- Leads daily operations for Asia-Pac Service Desk L2 composed of 2 to 5 associates
- Singapore POC for Messaging - Mailboxes/ O365 Cloud, file shares and Partners service requests
- Co-Leads Project Marigold & Hypercare, collaborates with Asia & Europe Partners
- Technical expertise in various facets in PC Support, HW device/ SW app, networking & Telecoms
- Messaging POC for Adelphi acquisition, Nextthink pioneer member, GDS Wellness core, LGBTQ inclusiveness supporter, CBS Basketball team manager and Bowling Club officer

### **BROADCOMM SINGAPORE PTE LTD - [HTTPS://WWW.BROADCOM.COM/](https://www.broadcom.com/) DESKTOP SUPPORT ENGINEER | AUGUST 2011 – JUNE 2015**

- Supports year-round lifecycle of end-user computing devices for 500 to 1000 employee's main office & 2 production off-sites. Supporting Dell products, MacBook, Lenovo
- POC for new machine deployment, supports end-user escalated tickets from Service Desk Level 1
- Helped in inventory & end-user device assessment of warranty items and disposal of old from acquired firms as well as image testing compatibility on available models
- Assists on HW repairs for warranty models, manages inventory and disposal of E-devices
- UAT Tester, AV Support, Organizer for Laptop clinics
- Contributor / Admin IT Service Management Portal

**INTEGRATED COMPUTER SYSTEMS INC. – [HTTPS://ICS.COM.PH](https://ics.com.ph)  
TECHNICAL SUPPORT / SPECIALIST | JUNE 2000 – MAY 2011**

- Field Tech Supporting HP Dell Lenovo end-user computing devices & printers
- In house technician conducting modular repair and parts replacement on computing devices and printers as accredited HP Lenovo Dell technician
- Oversee daily Service Center Operations, parts claim, inventory, and dispatch of 5-8 techs in CBD
- Lead Tech for Onsite assignments including Accenture, Pfizer Inc., PepsiCo, Kimberly Clark, McKinsey Consulting, Macquarie, Bloomberg L.P & Huawei PH. Supporting level 1 and level 2 escalation hardware and software support

## Education

**COMPUTER TECHNOLOGY | MAY 98  
TECHNOLOGICAL UNIVERSITY OF THE PHILIPPINES – TAGUIG  
BACHELOR OF ENGINEERING | (UNITS EARNED)  
TECHNOLOGICAL UNIVERSITY OF THE PHILIPPINES – TAGUIG**

**CISCO NET FUNDAMENTALS & ROUTING PROTOCOLS | JUNE 2004 |  
MAPUA IT CENTER - MAKATI**

## Skills & Abilities

- Teamwork & Leadership
- Time management skills
- Analytical thinker
- Sound work ethic
- Basic Nihongo
- Proficiency in ServiceNow
- Knowledge in PowerShell scripting
- Knowledge in M365 suite / Teams / OneDrive
- Knowledge in Azure Cloud
- Knowledge of use Service Now / NexThink
- Citrix Workspace / Intune / SharePoint

## Activities and Interests

CSR supporter on environmental conservation, community development, Bowling enthusiast

Ex-shutterbug, Running enthusiast,