Earl Alfonse Alcantara Leynes

#370 Munting Paraiso Village Brgy. Mabini
Tanauan City, Batangas 4232, PHILIPPINES
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CAREER OBJECTIVE

To have a good job, and good position in well-established reputable local and global company where I can seek for a better career advancement, knowledge, opportunities, and exposure where I can fully contribute my technical skill and abilities to reach the company's goal.

WORKING EXPIRIENCE

DITO Telecommunity
Strategic Networks Inc.
B Morada Avenue Barangay Uno Lipa City, Batangas Philippines

IT Regional Engineer
November 10, 2021 - Present
Duties and Responsibilities:

- Manages and performs on-site technical services across Assigned Regions– traveling to different cities (inter cities).
- Respond and resolve incident Ticket.
- Remotely or guide installations of any DITO IT Shared System.
- Complete service request based on agreed SLA's
- Maintains all I.T. equipment's at DITO stores and offices by conducting proactive preventive maintenance
- Provides support and troubleshooting to resolve all IT related issues locally or remotely from Stores, internal departments and external providers, vendors or clients
- Analyze issues and develop resolutions in a timely fashion.
- Conduct quarterly audit to DITO stores as scheduled.
- Provides guidance and training to customer personnel in establishing educate customer about the product operation and maintenance procedures.
- Building client trust acts as the front liner for the after sales support and maintenance support.
- Communication with clients as required: keeping them informed of incident progress,

notifying them of impending changes, or agreed outages
- Escalate service issues that cannot be completed within agreed service levels
- Basic support on DITO Portal (Oracle)

Solar Philippines Power Project Holdings, Inc
20/F, Philamlife Tower, 8767 Paseo de Roxas, Makati City, Philippines

IT Technical Support
July 27,2017 – June 21,2021
Duties and Responsibilities:
- Offer technical support to company staff and troubleshoot computer problems.
- Install and update company software and hardware as needed.
- Delist resigned user on group emails, back up Mailbox, Removing 0365 License on O365 Admin Center
- Inventory of IT Peripherals
- Maintain physical cleanliness of the Server Room and all IT equipment.
- Setup and network cabling of workstations
- Maintain update and monitor database of computer assets.
- Barcode Printer Configuration and installation
- Knowledge in WIFI infrastructure installation
- IP camera Installation and configuration
- Basic Knowledge on Active directory
- Basic Knowledge on MySQL Workbench
- Basic Knowledge on Oracle NetSuite
- Deployment of Update Regarding Manufacturing Execution System Application to Manufacturing Line
- Set-up Laptop or Desktop for New Hired
- Coordinate to vendor for technical issue
- Remote Support During Pandemic

FOOD PANDA

Food Panda Rider
January 2023 – Present
Tanauan City Batangas

Sun Power Manufacturing Limited Philippines (FAB2)
Production Operator
3rd St. FPIP, Sto.Tomas, Batangas
November 10, 2014 – January 13, 2017
Duties and Responsibilities:

- Operates appropriate equipment in performing functions utilizing departmental standards and procedures.
- Ensures production downtimes properly recorded and attended.
- Inspects, and verifies cell, material, programs specs to come up with quality products and ensure reliability of testing which will meet requirements of manufacturing.
- Complies with the proper operating procedures of safety and health standards and regulations.

KNOWLEDGE AND SKILLS

- Knowledge and experience on company-supported hardware, software, and operating systems
- Strong skills in helpdesk operations with LAN and desktop troubleshooting and support
- Flexibility on working hours that will depend on the client needs.
- Highly trainable, eager to learn, a team player, and willing to put maximum effort to accomplish the task assigned.
- Able to efficiently and effectively multitask even under pressure.

TRAININGS

- July 2012 Finishing Course for Contact Center Agent (TESDA)
- October 2014 National Certificate II in Bartending (TESDA)
- May 2013 Office of ABC Federation President, City of Tanauan Batangas IT Staff (OJT)

PERSONAL BACKGROUND

Birthday	: January 24, 1994
Civil Status	: Single
Height	: 5’9”
Weight	: 140lbs

EDUCATIONAL BACKGROUND

Tertiary Bachelor of Science in Computer Science
Tanauan Institute,
J. Gonzales St. Tanauan City
2010-2014

Secondary Tinurik National High School
Tinurik Tanauan City Batangas
2009 – 2010

Achievements Dean ‘s Lister 3rd year College

Character References

Mr. Christofer Nevalga
Former IT Supervisor in Solar Philippines
(0939) 961-2336

Mrs. Sheryl Galvez
Former Manufacturing Supervisor in SunPower
(0927) 578 - 4393

I certify that the above information is true and correct to the best of my knowledge.

EARL ALFONSE A. LEYNES