

# GIEMELLE J. DIMAANO

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## Career Objective

Secure a challenging role in a professional environment, utilizing my educational background, strong work ethic, and willingness to take on new responsibilities to contribute to the success of the company.

To make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

## Education

Bachelor of Science in Information  
Technology  
Major in Business Analytics

**Batangas State University**  
2014 – 2018

## Skills and Certification

- ITIL v3 Certified & Best Survey Verbatim awardee.
- Ability to work independently and with less supervision.
- Willingness to learn, adapt to new technologies and able to multitask.
- Can work on a fast-paced environment.
- UAM, Remote Access/Troubleshooting
- Developing Technical Support Skills
- Able to navigate and manage account in Active Directory, Azure. Exposure and actual experience with Microsoft Office, M365.
- Remote Desktop Connection, Windows update, Windows Powershell and Installation.
- Exposure and actual experience with: ServiceNow, ITSM, Microsoft Dynamics, ShoreTel, Intune, Teams, Keyfile, Bism, Citrix (VDI), Solarwinds, Pulse VPN, Sharepoint, Adobe

## Work Experience

**IT Service Desk Analyst 2018-2023**

**CGI Philippines**

- Log incident and request tickets as well as catalog item, assist with problem tickets and change tickets.
- User Access Management: Creation, removal and modification of accounts and access.
- Provide first level support via chat, phone or via email.
- Provide first level remote technical support, including triage, resolution, and re-assignment where requires support from other support teams.
- Incident Management: first level contact and assistance on high and critical ticket. Ensure to assign ticket to the right support team and reach out to Incident Managers depending on the affected division.
- Check M365 Licenses and exhaust resources and provide basic troubleshooting before assigning ticket to application team.
- Perform 1<sup>st</sup> and 2<sup>nd</sup> level tasks assigned by support team such as batch job monitoring, activity/deployment email support, and information gathering.
- Make sure to document all troubleshooting steps and document steps taken during investigation.
- Takes full ownership of resolvable tickets from open to resolution and attend all inquiries from users and support team/consultants that needs initial processing and checking.
- First Level of contact for network WAN/LAN related issues. Provide basic troubleshooting and triage.
- Make sure to meet target SLA and KPIs to achieve team goal every month.
- Maintain high QA performance to receive high CSAP score and contribute to the team.
- Ensure that KBA are maximized and used.
- Proactively contributes to the improvement of KB contents.
- Ensure data security and compliance. Keeping all confidential information and make not to provide any information to potential phishing emails and calls.
- Takes matter of greatest importance of customer satisfaction.