

## **IANE GABRIELLE D. SALVADOR**

Block 2, Lot 9 Mercedes Homes, Sorosoro Ilaya, Batangas City

[ianegabriellesalvador@gmail.com](mailto:ianegabriellesalvador@gmail.com)

+639216849609



To obtain a position as a team-player in a people-oriented organization where I can maximize my skills and experience in a challenging environment to achieve the corporate goals.

### **SKILLS**

---

- Advanced computer hardware and software troubleshooting
- Extensive experience in Internet Explorer and Microsoft Office Applications
- Knowledgeable in Mozilla Thunderbird and Outlook email clients
- Intermediate Network troubleshooting
- Intermediate Printer Troubleshooting
- Knowledgeable in Operating System such as Windows XP/ Vista/ W7/ W8/ W10 /2000
- Proficient in both spoken and written English and Filipino Languages
- Root Cause and Trend Analysis

### **WORK EXPERIENCE(S)**

---

#### **Reports Analyst Supervisor**

FWD Life Insurance Philippines

Taguig, Metro Manila

May 2018-Present

#### **Reports Supervisor**

Telephilippines Inc.

Edsa, Mandaluyong City, Philippines

May 2016 – May 2018

#### **Reports Developer**

Telephilippines Inc.

Edsa, Mandaluyong City, Philippines

March 2016 – May 2016

#### **Quality Assurance Analyst**

Telephilippines Inc.

Edsa, Mandaluyong City Philippines

February 2014 – February 2016

#### **Subject Matter Expert**

Telephilippines Inc.

Edsa, Mandaluyong City Philippines

November 2013 – February 2014

#### **Technical Support Representative**

Telephilippines Inc.

EDSA, Mandaluyong City, Philippines

March 2012 – November 2013

**Technical Support Engineer**

Project based of AIM Corporate Solutions deployed in  
Cypress Manufacturing Ltd. (Phil. Branch)  
August 4, 2009-November 30, 2011

**Helpdesk Front Liner**

Project based of AIM Corporate Solutions deployed in  
Cypress Manufacturing Ltd. (Phil. Branch)  
August 4, 2008-November 30, 2011

**Technical Support Engineer**

Project based of AIM Corporate Solutions deployed in  
Shared Service Center, The Fort Global City, Taguig  
August 4, 2008 - August 4, 2009

**EDUCATIONAL BACKGROUND**

---

<b>College</b>	<b>Bachelor of Science in Computer Science</b> (ETEEAP Program) University of Batangas Batangas City, Batangas	2019-2021
	<b>Systems Technology Institute College</b> Frablyn Centrum, Tagaytay City <b>Computer and Electronics Technology</b>	2006-2008

**AWARDS / TRAININGS / SEMINARS**

---

- **IT Security Awareness Training (September 2008)**  
Cypress Manufacturing Ltd.  
Javalera, Gen. Trias, Cavite
- **Work Enhancement CML Code of Discipline Roll-out (November 2008)**  
Cypress Manufacturing Ltd.  
Javalera, Gen. Trias, Cavite
- **Workplace Safety Training (November 2008)**  
Cypress Manufacturing Ltd.  
Javalera, Gen. Trias, Cavite
- **Accelerating Service Promise Performance (ASPP)**  
Edsa Mandaluyong Philippines
- **Best QA**  
Edsa Mandaluyong Philippines
- **Root Cause Analysis (RCA)**  
Edsa Mandaluyong Philippines
- **New Quality Assurance Training (NQT)**  
Edsa Mandaluyong Philippines
- **Learning through Values (LTV)**  
Edsa Mandaluyong Philippines

➤ **Managing Team Performance (MTP)**  
Edsa Mandaluyong Philippines

**PERSONAL BACKGROUND**

---

<b>Birthdate</b>	:	August 15, 1989
<b>Birthplace</b>	:	Baguio City
<b>Sex</b>	:	Male
<b>Status</b>	:	Married
<b>Weight</b>	:	140 lbs
<b>Height</b>	:	5'4"
<b>Religion</b>	:	B
<b>Citizenship</b>	:	Filipino