

ENGELBERT MACHADO

VEHICLE AND MOTORCYCLE MECHANIC | TIRE TECHNICIAN | IT SERVICE DESK TEAM LEAD

CONTACT

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SKILLS

Automotive Skills:

Vehicle Inspection
Battery Installation
Change Oil
Tire Maintenance
Brake Repairs
Vehicle Diagnostic Reports

IT Technical Skills:

Service Desk Management
Windows Server Management
Project and Implementation Management

Soft Skills:

Customer Service (Communication)
Strategic thinking
Ability to work in a team

Others:

Driving
Forklift Operation

EDUCATION

Pamantasan ng Lungsod ng Muntinlupa

2008-2012

Bachelor of Science in Information Technology

WES Assessment

2020, February 07

Canadian Equivalency: Secondary School
Diploma and Diploma (Two years)

IELTS General Training

2022, January 28

Overall Band Score: 6.0

Technical Education and Skills Development
Authority, Philippines

National Certificate II

2023, November 23

Heavy Equipment Operation (Forklift)

PROFILE

Skilled and attention to detail automotive mechanic and tire technician for 3 years in automotive industry, Capable of handling vehicle maintenance to ensure parts and essential system are working on prime condition and recommend w. Customer service driven for 12 years which I can contribute and help to communicate effectively to our customers.

EXPERIENCE

IT Service Desk Team Lead - *Bolloré Asia Support Services Inc.*

2022-Present

Lead BPO PH Team on BCare IT Service Desk for Singapore & Australia. Ensure daily Incident and Request tickets are handled and attended properly. Process improvement for onboarding, offboarding and other support covered by PH. Analyze monthly report for BCare Service Desk and inform, recommend resolution to stake holder.

Key Achievement: reduced Singapore support workload to at least 75% monthly volume of Incident & request tickets.

Tire Technician – *NIKOK AUTOGARAGE TIRES & AUTO SUPPLIES*

2021 – 2023

Dismount and mount tires to automobile wheels. Perform basic maintenance on automobile such as oil change, electrical lights replacement and others.

IT Lead - *DB Schenker Philippines, Inc.*

2017-2022

Manage PH technical support team. Assist with the design, implementation, and ongoing support of new software and features to both Servers and Workstations. Provide service desk support for network issue, servers and security, system errors, and office equipment. Manage IT laptop/desktop and peripherals inventory. Meet with management, team leaders, users to discuss requirements and further planning of projects.

Key Achievement: Headed DB Schenker Shared Services Migration Projects for Office 365, Call Center set-up, Center Office Transfers. Also, led DB Schenker Philippines Warehouses for IT Infrastructure projects and implementation.

I.T Administrator – *Electro Industries Gaugetech -ROHQ*

2016-2017

Install and configure hardware and software components for Philippines, India and US end users via Remote Desktop Controller or TeamViewer. Ensures inspections of servers; repairs and replacement of office equipment, identify and resolve malfunctions. Attends to users request and complaints.

Key Achievement: Installation of Server at EIG Philippines office. Deployment of Spiceworks for Sales Department.

Vehicle and Motorcycle Mechanic - *Tropang Talyer Vehicle and Motorcycle Repair Shop*

2014 to 2017

Perform basic car or motorcycle preventive maintenance such as engine oil change, replacement of parts like spark plug, air filter, cabin filter, fuel injector cleaning and others. Support of chief mechanic particularly when major maintenance/repair is being done to a vehicle such as under chassis parts replacement, lifting of engine parts and others.

Sr. IT Technical Staff – *P.A Alvarez Properties Group of Companies*

2012-2016

Perform daily technical support for PAAPDC Office. Installation of network connection (LAN) across PA properties and offices. Perform minor and major technical support in events of the company particularly including Audio and Video presentations of company events.

Service Crew – *McDonald's SM Center Muntinlupa City*

2010

Worked as chicken expert, griller (burgers), lobby person and back area.