

ROMMEL JORLAND V. QUINTO

LINKEDIN PROFILE: [linkedin.com/in/rommel-jorland-quinto-4b7610178/](https://www.linkedin.com/in/rommel-jorland-quinto-4b7610178/)

EMAIL ADDRESS: RJQUINTO14@GMAIL.COM

CELL PHONE#: 639122060514 / 639959912517



OBJECTIVE:

- To be a part of the success of your company by contributing to the best of what I can share and to perform all my duties and responsibilities with competence, efficiency and dedication.

TECHNICAL SKILLS

Hardware:

- Installation, configuration, and maintenance of desktop PCs, HP ProLiant ML110 G4 server, Dell OptiPlex 7010, laptops, and printers.
- Setup, configuration, and maintenance of IBM POS, Zebra barcode printers, Bizerba weighing scales, and FARGO card printers and Magellan 3300HSi.
- IBM POS (Point of Sale) Installation and troubleshooting.

Software:

- Installation, configuration, and maintenance of Windows XP, Vista, Windows 7 and Windows 10.
- Installation, configuration, and maintenance of Microsoft Office.
- Computer Troubleshooting (Hardware and Software)
- Working knowledge of 3rd party remote monitoring applications such as Remote Assistance, Net Support, RAdmin, TeamViewer, Packet Tracer, Bomgar.
- Managing TPLinux software by WINCOR NIXDORF for POS system.
- Working Knowledge in HP ITSM (Incident Management, Change Management)
- Reimaging using SSCM.
- Reimaging using Altiris.
- Working knowledge Cisco AnyConnect CISCO VPN and NAM
- Working Knowledge in ServiceNow (Incident Management, Knowledge Base)
- Installation, configuration of Smart card login / MYID application

EDUCATION:

Lyceum of Alabang 2006 - 2014

- Bachelor of Science in Information Technology

Butuan City School of Arts and Trades 2000 - 2005

- Secondary

Butuan Central Elementary School 1994- 2000

- Primary

PROFESSIONAL EXPERIENCE:

OPTUM GLOBAL SOLUTIONS – ALABANG
TECHNICAL SUPPORT LEVEL 2 – ITSS/ITSO TEAM

02/2020 – PRESENT

- Provide remote technical support to employee's computers at Optum Global Solutions, part of the UnitedHealth Group family of businesses.
- Diagnosis of issue severity and proper troubleshooting of incident
- Incident resolution using knowledge management tool and documented processes and procedures using ServiceNow.
- Execute tasks necessary for computer replacement and data recovery.

- Participate in process improvement projects.
- Provisioning Tasks - Loading applications and transferring user data/settings as applicable) new personal computing devices for new hires, mixed build, and Lifecycle requests.
- Creating tickets for walk in users using ServiceNow.
- Voice Requests Provision user level voice requests like creation, modification, and termination of DID numbers, VCC IDs, station IDs, voicemail, etc.
- Answering Warm Transfer Calls for Level 2 Tickets
- Configuration of Windows Hello login (Pin, Fingerprint, Face Recognition)

**CONCENTRIX / CONVERGYS PHILIPPINES – PASAY CITY
IT OPERATIONS ANALYST II – LFS TEAM**

08/2016 – 02/2020

- Provides PC support both on-site and via remote access.
- Coordinates with 24x7 Helpdesk to ensure appropriate monitoring and handling of computer system issues. Responds to escalations, tickets, and alerts from the Helpdesk.
- Provides advance computer assistance and maintenance support to end users.
- Administers the local area network. Troubleshoots and resolves multi-user computer systems and connectivity problems.
- Responsible with the installation, configuration and ongoing usability of desktop computers, peripheral equipment, and software.
- Applying operating system updates, and configuration changes.
- Works with vendor support contacts to resolve technical problems with desktop computing equipment.
- Administers the site's local servers (File Server, Domain Controller, Altiris Deploy Server, and Backup Exec Server).
- Exposed in Managing Servers and Routers.
- Deployment of applications using SSCM.
- Creating Change Management Ticket.
- Setup of machines for new account and movement machines for new account
- Remediation of machine health and OS Updates
- Quarterly Checking of access of users and machine access.
- Active Directory Administration/Movement of users to other sites and accounts

**PUREGOLD PRICE CLUB INC. – PARANAQUE CITY
TECHNICAL SUPPORT ENGINEER – PROBLEM MANAGEMENT TEAM**

07/2014 – 07/2016

- Conducts Start of Day procedure every morning regarding Store's daily price update on time.
- Performs End of Day procedure on POS and send daily to the HO.
- Responsible in n all software application used by the Back Office and support.
- Generate and Provide reports needed by our Store Officers at the HO.
- Configure and complete all requests for add, moves and changes on network systems.
- Responsible in troubleshooting all computers and peripherals.
- Responsible in troubleshooting Bizerba weighing scale and Zebra Barcode Printer.
- Participate in cross-functional team meetings.
- Responsible in maintaining Hardware, Software and Network of POS (Point of Sale) model IBM machine.
- Diagnose and report all problems and outages to our POS and network infrastructure.
- Maintain all cross connect path panels making sure that all cables and wiring blocks are numbered and can be easily identified.
- Analyze System errors and corrupted Transactions.
- Active Directory Administration/Group Policies
- Complete and maintain weekly, monthly, daily backups.

- Production of all items from their area, with the correct recipe card and procedure, correct quantity and good quality.
- Ensures that standards of sanitation and cleanliness are maintained throughout the kitchen areas althe time.
- Establishes controls to minimize food and supply waste.
- Prepare, cook, and present food quickly and efficiency, meeting our standards.
- Be involved and contribute at teams.

REFERENCE:

*Available upon request