Rannie Empic

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Summary

*Active Directory Admin Access
*PBX Admin access
*Knowledgeable in MS office, MS office 365 and Microsoft windows license
* Information Tier 1 Support
* Troubleshoot first layer on IT problem and escalate the issue to appropriate Team
* Active on Communication
* Asset Management system

Experience

Information Technology Support Engineer
Civicom, Inc.
Feb 2018 - Present (6 years)

*Serve as the primary support contact for Hey DAN Users, responding to their technical inquiries and providing prompt resolution via phone, email or chat
*Troubleshoot and resolve common technical issues related to Hey DAN, including installation, configuration and user queries.
*Guide user's through step-by- step instruction to troubleshoot and resolve issues with Hey DAN's functionalities and integrations
*Escalate complex technical issues to Tier 2 or NSA support team, collaborating with them to ensure timely resolution
*Document all user interaction, inquiries, and resolution accurately in a ticketing or CRM system
*Follow standard procedures for proper handling and scalation of unresolved issues, Ensuring effective communication with users throughout the process.
*Stay up-to-date with the Hey DAN's latest features, updates and integration, providing users with relevant information and proactive guidance
*Collaborate with cross-function team, including InfoSec, Developers, and NSA team, to identifies and resolve rec.
*Provide basic training and guidance to suers on Hey DAN's functionality, settings and best practices.
*Contribute to the development and maintenance of Hey DAN's knowledge base articles and support documentation.
Continuously improve technical knowledge and skills through self-learning, training and staying informed about industry trends and best practices

Management Information Systems Specialist
Golden Great Value Properties Inc.
Mar 2017 - Sep 2017 (7 months)
Parkmall

Maintain Network server

Maintain Windows server

Provide advice and training to users in response to identified difficulties

Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software

Create daily and monthly income of each tenant on mall and report to our leasing and marketing team

IT Support Specialist

NYLE ASIA PACIFIC Inc.

Mar 2016 - Mar 2017 (1 year 1 month)

Maintain Network server(Router, Switch and AP-Cisco Meraki)

Provide advice and training to users in response to identified difficulties

Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software

Coordinate to ISP provider

request to purchase IT equipment

Do quarterly computer/laptop maintenance

asset management

Management Information Systems Specialist

MSM Cebu Inc.

Nov 2014 - Jan 2016 (1 year 3 months)

Maintain Network server

Maintain Windows server

Provide advice and training to users in response to identified difficulties

Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software

Coordinate to ISP provider

request to purchase IT equipment

Do daily, weekly and monthly back up the server and ERP data

Quarterly server, and computer and printer maintenance

Education

AMA Computer Learning Center College Of Mandaue

Bachelor of Science in Information Technology(BSIT), Computer Hardware Technology/Technician

2010 - 2014

Skills

Active Directory • Structured Cabling • Technical Support • Network Administration • Asterisk (PBX) • Asset Management • Electrical Wiring • Carpentry • CCTV Installation