

Michael Angeles Arias

PROFILE

I have 15 years of work experience being on different roles and have worked with various individuals from different cultures. I am a team player and have a positive attitude towards the job and overall work environment.

I love reading inspirational books during my free time.

CONTACT

MOBILE PHONE:
+63 921 898 5765

EMAIL:
mike_arias13@yahoo.com

WORK EXPERIENCE

Part-time Welder July 2023 - up to present

- Working as a welder every Saturday. Doing metal fabrication like window grill, gates, dog house, and water filter housing.

CAI-STA - Fidelio Product Health Support (Royal Caribbean Cruise Line)

December 2021 – up to present

- Home-based dealing with shipboard Fidelio/Oracle Hospitality Cruise issues, includes backend troubleshooting using SQL Developer
- Use of Atlassian JIRA, Service NOW, Remedy for tracking of tickets, projects, and other tasks.
- Collaborate with other support team via MS Teams and Webex when needed for escalation and resolving the high priority tickets

Holland America Line - I.T. Officer

2018 – 2021

- VSAT Operation & Maintenance
Operates-Maintains-Troubleshoots Server Infrastructure including but not limited to POS Systems (Micros), Hospitality System (Fidelio SPMS), Door Keycard system (VING), Work Order Repair ticketing system (ITsynch AIMS), Microsoft Exchange, Active Directory, DNS, DHCP, PRTG Network Monitor, O365

Holland America Line – Assistant I.T. Officer

2013 – 2018

- TVRO Operation & Maintenance
- Operates-Maintains-Troubleshoots AV Systems including IPTV, Digital Signage, BGM Music Server, POS Terminals, PC/Laptop/Handheld devices, Printers, Network ports, Access Points
- Assist in Guests Check-in equipment set-up & teardown
Organized and inventory of all storage location for IT/Broadcast equipment. Also include the incoming and outgoing equipment.

Holland America Line – Entertainment Technical Assistant

2011 – 2013

- Set-up & Teardown religious services, meeting rooms events, and assisting production shows
- Maintains and Operates Movie Theater, assuring media contents are delivered in accordance to license validity
- Repair and Maintenance of Guests Staterooms entertainment media devices

Holland America Line – Stage Crew

January to November 2011

- Set-up & Teardown Production Shows, specials & regular events, and assisting guest performers
- Move (utilizing trolleys) events props from different venues when needed
- Assist in Repair & Maintenance of Audio and Lighting equipment

SKILLS/TRAININGS/HIGHLIGHTS

- Skilled in Microsoft Office\Office 365
- Well Organized, Problem Solving, Customer Oriented, Reporting and internal communications

EDUCATIONAL BACKGROUND

Wesleyan University – Philippines, Cabanatuan City

2001 - 2006

Bachelor of Science in Computer Science

Provincial Manpower Training Center, Cabanatuan City

April to June 2023

Shielded Metal Arc Welding NCII and NCIII

April to June 2006

Consumer Electronics

April to June 2006

Computer Technician

April to June 2006

Cellphone Repair