

JESSTER

Objective

Intend to build a career at leading corporate environment with committed and dedicated people that will help me to explore myself and realized my potential.

Experience

- **IT Helpdesk (October 2022 – March 2023)**
ServiceFirst Call center and BPO
 - Provided Tier 1 IT support to non-technical internal users through desk side support services.
 - Access creation, reset and other related user activity, Granting permission to multiple tools
 - Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks. Installed, modified, and repaired software and hardware to resolve technical issues.
 - Analyzed issues to identify troubleshooting methods needed for quick remediation.
 - Walked individuals through basic troubleshooting tasks.
 - Response, remediation, Support via emails, tickets other activities assigned
 - Configured hardware and granted system permissions to new employees.
 - Explained technical information in clear terms to promote better understanding for non-technical users.
 - Assisted with updating technical support best practices for use by team.
 - Resolve end user, side by side support and other related concerns
- **IT Support (March 2023 – Present)**
Micro Precision Calibration
 - Deliver application maintenance and support internal user's services to users.
 - Oversee the entire support ticket process, from receiving them to resolving and closing them.
 - Offer step-by-step guidance to users for completing tasks within the system.
 - Investigate and address data issues, discrepancies, and queries.
 - Collaborate with clients and internal teams to handle problem investigation, resolution, and request fulfillment.
 - Prioritize and manage support tickets for appropriate handling and closure.
 - Analyze incidents and take necessary actions to resolve them effectively.
 - Address code-level bugs or provide diagnostic assistance to the development team as required.
 - Monitor the progress of incident tickets until they are closed.
 - Maintain and regularly update the support knowledge base.
 - Monitor the system's performance and promptly escalate any issues that arise.

Education

- **Bachelor of Science in Information Technology**
Pamantasan ng Lungsod ng Muntinlupa (Tertiary)
Muntinlupa City
2018 – 2022
- **Information and Communications Technology**
Muntinlupa National High School Main (Senior High School)
Muntinlupa City
2016 – 2018

Technical Skills

- Computer Programming (Visual Basic, C++)
- Web Development (HTML, CSS, Java Script, PHP)
- Computer Hardware and Software troubleshooting
- Database management (MySQL)
- Operating Systems (Windows, Linux)
- Basic Knowledge in Networking
- Data Entry (MS Word, MS Excel)

Soft Skills

- Resolved complaints promptly and professionally
- Versatile and resourceful
- Adaptable and high-focused individual
- Fast-learner
- Can work under pressure