

# Nikki Alonzo

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3/6 Green Road, Panmure, Auckland, New Zealand, 1072

## IT SUPPORT PROFESSIONAL

IT professional with a solid foundation in technical support and troubleshooting. With experience spanning desktop support, network cabling, and operating systems, I excel in diagnosing and resolving technical issues efficiently. My background includes providing seamless IT services at Gatchalian Medical Center, delivering customer-centric technical support at Convergys, and maintaining network reliability. Combining strong communication skills with critical thinking, I ensure minimal downtime and optimal user satisfaction. Currently, I am enhancing my technical acumen through a Master's in Software Engineering at Yoobee College of Creative Innovation.

## KEY COMPETENCIES

Process improvement	Report writing and presenting	Strong interpersonal skills
Data-driven strategic planning	Critical thinking skills	Proactive and self-motivated
Cost-benefit analysis	Excellent communication skills	Exceptional organisational skills

## PROFESSIONAL EXPERIENCE

### QWEST Global Technology

Oct 2023 - May 2024

#### Technical Support for EVGO Chargers

- Provided remote technical support for electric vehicle charging stations via phone calls, diagnosing hardware and software issues.
- Guided users through operational procedures and troubleshooting steps to resolve problems efficiently.
- Escalated complex technical issues to field technicians when necessary, ensuring timely resolution.
- Delivered empathetic communication and clear instructions to maintain a high level of customer satisfaction.
- Documented support interactions in detail, contributing to the refinement of troubleshooting processes and customer support systems.
- Strengthened technical expertise, problem-solving abilities, and resilience under pressure through consistent issue resolution.

### Gatchalian Medical Center

June 2022 - Oct 2023

#### IT Support

- Troubleshoot and maintained over 200 hospital computers, ensuring minimal downtime.
- Managed and optimized the Bizbox Hospital Information System for smooth operations.
- Initiated and led new technical projects, fostering innovation within the hospital.
- Trained staff and patients on effectively using the hospital information system.
- Do Marketing Videos and Create Product Manuals and Infographics for Hospital Manuals and handouts.

### Southwestern University PHINMA

June 2017 - May 2022

#### Teacher

- Developed and delivered Java programming curriculum for Grade 12 students.
- Assessed and monitored student progress, ensuring comprehensive understanding.
- Created and implemented lesson plans for Vex and Lego Robotics for Grades 7-10.
- Conducted practical exams and activities, enhancing hands-on learning experiences.

## EDUCATION & CERTIFICATIONS

### Bachelor of Science in Information Technology

Majors: Programming  
Southwestern University

### Intuit Payroll Support Certification

Convergys

### English Teaching (TEFL Certificate)

TEFL Professional Development Institute

### Cleaning & Sanitizing in Hospitality

Safety Culture

## CHARACTER REFERENCES

### Lyka Corbo

Registered Nurse  
Tauranga Hospital, Health New Zealand  
Mobile: +64 22 457 9288

### Van Jose Tabudlong

Service Delivery Manager  
Te Tomika Trust, New Zealand  
Mobile: 022 036 2540

### Mrs. Jezyll C. Ceniza

Hospital Administrator  
Gatchalian Medical Center  
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