



📍 Pasig City, Philippines 1601

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SUMMARY

Dedicated professional with keen eye for detail and rigorous research methodology. Comfortable leading teams and mentoring staff to achieve the highest standard of work. Compelling presenter with great interpersonal, maths and written communication skills. Analytical thinker leverages problem-solving skills to drive continuous improvement. Works cross-functionally to adapt systems to changing business needs and formulate winning solutions.

SKILLS

- Customer service expert
- Technical issues analysis
- Application support
- Technical documents comprehension

Ahllan Marquez

EXPERIENCE

July 2022 - Current

Information Technology Intern Rizal Technological University |
Mandaluyong City

- Managed project activities and resources and identified and addressed operational, financial and technological risks to meet budget and time constraints.
- Supported and aligned efforts to gather, document and interpret client requirements to drive system development and meet clients' needs.
- Originated and maintained project schedules by developing plans, estimating time and resources and reporting issues impacting progress to clients and staff.
- Championed implementation of solutions by identifying and capitalising on improvement opportunities, monitoring progress and adapting to changing demands and trends.

May 2022 - May 2023

Technical Support Representative Concentrix | Mandaluyong City

- Provided clear and concise step-by-step technical support to guide clients.
- Communicated technical computer information to non-technical audiences by providing simplified presentations and demonstrations.
- Monitored computer system performance and intervened in identified problems.
- Installed new hardware and software to meet system specifications and user needs.
- Investigated reports of system errors to try to reproduce problems and trace faults.
- Educated service users on new software updates and system capabilities.

EDUCATION

2022 - Current

Tertiary

Rizal Technological University, Mandaluyong City

2010 - 2018

Primary

San Joaquin Elementary School, Pasig City

2016 - 2020

Secondary

San Joaquin-Kalawaan High School, Pasig City

2020 - 2022

Buting Senior High School, Pasig City