



Amirsali Usman Muhalli

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104 Dr. Sixto Antonio Avenue, Brgy. Rosario, Pasig City 1609,
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Basic Information

Age	Birth Date	Gender	Nationality
28	Jun 23, 1993	Male	Filipino

Work Experience

I have been working for 3+ years

January 2020 - Present

Freelance Web Developer

- Doing freelance Web projects while working full – time by applying above average time management skills.
- Taking online courses to advance my web dev skills.
- Building ReactJS / MERN stack applications and showcasing them.
- Developed project scope and created concepts.
- Designed websites for client's on a contract basis.
- Testing and deploying applications.
- Designed, implemented and monitored web pages and sites for continuous improvement in fast-paced environment.
- My role also included client prospection, defining the client's needs, preparing the work scope as well as client follow-up.
- Created quality commercial websites that met coding standards and cross-browser compatibilities.
- Installed required plugins and additional coding to fit final design and functionality requirements.

- Responded to and corrected issues preventing business or customer use of site or features.

June 2021 - Present

Technical Support (Samsung AU)

Concentrix

Consulting (IT, Engineering, Management, Science & Technical)

Exxa Tower IT Bridgetowne Park, C5 E. Rodriguez Jr. Avenue, Ugong Norte, Quezon City

- Provided quality customer service while demonstrating the ability to effectively troubleshoot and resolve advanced technical inquiries
- Troubleshoot home and business networks to include wired and wireless communications
- Acts as a technical resource in assisting remote users to resolve problems with equipment and data.
- Talking to staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.
- Troubleshoot systems and network problems, diagnosing and solving hardware or software faults
- Replacing parts as required
- Providing support, including procedural documentation and relevant reports.
- Following diagrams and written instructions to repair a fault or set up a system.

Feb 2020 - May 2021

Customer Support Representative (US Telco - Verizon)

KGB Philippines, Inc.

Consulting (IT, Engineering, Management, Science & Technical)

8th Floor 30th Corporate Center Meralco Avenue Pasig, Metro Manila

- Applied analytical, evaluative methods and techniques in resolving pending computer, networks, mobile devices, electronic etc..
- Built rapport with customers and discover their needs, then develop solutions utilizing an array of information for the devices and services available with the Verizon network to keep them productive and connected
- Maintained client relationships for business and help the sales team in achieving the target by selling and upselling Verizon products and services
- Evaluated and responded to incoming sales leads and requests for technical support assistance.

- Performed remote troubleshooting through diagnostic techniques and pertinent questions.
- Provided accurate information on IT products and services.

Sep 2018 - Oct 2019

IT - MIS Specialist

Winzelle International College

Consulting (IT, Engineering, Management, Science & Technical)

Tomas Claudio St. Zamboanga City

- Installed, maintained, and configured software and hardware systems.
- Developed websites and desktop apps.
- Trained users on new applications and upgrades.
- Upgraded hardware and software to achieve optimum performance levels.
- Responded to users' requests on all IT equipment used in a normal office environment.
- Generated and implemented corrective action to solve user and system problems.
- Provided technical support to ensure that hardware and software systems are fully functional.
- Catered to client's system functional, operational, and technical issues.
- Created and generated reports in a timely and accurate manner.
- Manage network security and administration activities for systems.
- Coordinated with cross-functional teams to resolve complex technical problems/issues.
- Conducted remote troubleshooting.
- Design graphic art, implementing design strategies in creating product and package design theme and layouts for an International-recognized establishment.
- Explore colors, textures, and mediums in creating new themes for upcoming events and package projects.

Educational Attainment

Jun 2014 - May 2018

AMA Computer College Zamboanga City

Bachelor of Science in Information Technology

Licenses / Certifications

Oct 17, 2019	Trainer's Methodology Certificate 1 19097301013457
May 25, 2019	Computer Systems Servicing National Certificate II 19097300008637
Oct 06, 2018	Technical Drafting National Certificate II 18097302014362
Mar 23, 2018	3D Animation National Certificate III 19097303004427
Mar 16, 2018	2D Animation National Certificate III 19097303004275

Government Documents

Passport	ID Number: P8636773A Place of Issue: DFA ZAMBOANGA CITY PHILIPPINES Date of Expiration: Sep 05, 2028
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Skills

Computer Operating systems | Communication | Presentation
| Documentation skills | Networking (Cabling, LAN, WAN, TCP/IP) |
Database (MySQL, Firebase, MongoDB) | Software Engineering (VB6,
VB.net, C#.net) | Web Development (HTML, CSS, Javascript, ReactJS,
NodeJS, REST Api, MERN Stack) | Graphics Designing | Video
Editing | AutoCAD Drafting

Languages

Tagalog | English

Character References

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