



Marvin Keith Tan

PROFILE

Five years of experience in construction logistics operations and two years as customer service advisor and IT Help Desk. Skilled at conflict resolution, team builder who is acutely attentive to colleagues' and clients' needs.

WORK EXPERIENCE

Benchmark 365 | IT Help Desk (Aug 2023 – Present)

- *Yet to fill out*

FIS Global | IT Help Desk (Oct 2022 – Present)

- Resolving basic to complex issues related to banking software, APIs that caters various day-to-day transactions including but not limited to: General ledger, deposits/withdrawals, accounts and entity validation and data migration.

Office Partners 360 | IT Help Desk (March 2022 – Sep 2022)

- Resolving basic to complex issues related to Microsoft Windows Operating systems, Servers, VMWare and database migrations.

Concentrix | Customer Service Advisor (Feb 2020 – Jan 2022)

- Responsible in providing quality customer service and resolving issues across three different Google products: Google Play, YouTube Partner Program and Google AdSense.

JHATT Global Dev. INC. | Supervisor – Operations (Jul 2015 – Sep 2019)

- Manage and coordinate the organization, staffing, and operational activities for district warehouses and quarries including fleet scheduling on both local and regional.

Unimount Ventures and Dev. Corp. | Supervisor – Operations (Jan 2015 – Jul 2015)

- Supervise and responsible in fleet scheduling on both local and regional.

CONTACT

☎ +63 956 853 7992
☎ +63 32 517 6077
✉ dev.mkeithtan@gmail.com

TECHINAL PROFICIENCIES

Software Development

- Core Prog. Lang.: Python (Django)
- Other Prog. Lang.: HTML, CSS, PostgreSQL, MySQL
- IDE: Visual Studio Code

IT Service Mgmt. (ITSM) / Customer relationship Mgmt. (CRM)

- Service Now, Salesforce
- IBM CICS (Customer Information Control System) -Fraud monitoring

Office productivity

- All MS Office software including SharePoint, Azure and other cloud-based services.

EDUCATION

Southwestern University, Cebu
Bachelor of Science in
Information Technology
2014