

# Marvin Keith Tan

## Helpdesk Analyst | Web Developer

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Experienced professional skilled in both Helpdesk support and Web development. Strong problem-solving abilities with a focus on delivering effective solutions. Excellent communication and collaboration skills. Proficient in various programming languages and IT systems. Dedicated to enhancing user experiences and optimizing technical processes.

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## Work Experience




### Benchmark365 | Help Desk Analyst

August 2023 - Present

-  Provide technical support to end-users via phone, email, or chat, resolving hardware and software issues promptly and effectively.
-  Troubleshoot network connectivity problems, including diagnosing and resolving issues related to routers, switches, and access points.
-  Assist users with password resets, account creations, and permissions management within various software applications and systems.




### FIS Global | Help Desk Analyst

October 2022 - July 2023

-  Assist bank employees with troubleshooting issues related to banking software and applications, including transaction processing systems and customer relationship management (CRM) platforms.
-  Provide guidance and support for secure access to sensitive financial data, including user authentication procedures and encryption protocols.
-  Collaborate with IT security teams to investigate and resolve potential security breaches or incidents, ensuring compliance with industry regulations and safeguarding customer information.

### OP360 | Help Desk Analyst




March 2022 - September 2022

-  Install, configure, and update software applications and operating systems on end-user devices, ensuring compatibility and compliance with organizational standards.
-  Conduct regular system maintenance tasks such as disk cleanup, software updates, and antivirus scans to optimize performance and security.
-  Document and track all support requests and resolutions using ticketing systems, ensuring accurate and thorough records of user interactions and technical issues.

### Concentrix | Technical Support Representative




February 2020 - January 2022

Absolutely, here are three examples of tasks typically handled by a Technical Support Representative:

-  Respond to customer inquiries and provide technical assistance via phone, email, or chat, guiding users through troubleshooting steps to resolve hardware or software issues.
-  Escalate complex technical problems to higher-level support teams or engineers for further investigation and resolution, ensuring timely and efficient problem resolution.
-  Collaborate with cross-functional teams such as product development and quality assurance to identify and address recurring technical issues, contributing to product improvement and customer satisfaction initiatives.

### JHATT Global Dev. Inc. | Supervisor of Operations







January 2015 - September 2019 Certainly, here are three examples of tasks that a Construction Logistics Supervisor might handle:

-  Coordinate and oversee the transportation of construction materials and equipment to job sites, ensuring timely delivery and efficient use of resources.
-  Develop and implement logistics plans to optimize workflow and minimize delays, taking into account factors such as traffic patterns, site access, and material handling requirements.
-  Monitor inventory levels and manage supply chain logistics, including procurement, storage, and distribution of materials, to support construction projects and maintain adequate stock levels.



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## Skills

### Web Development

-  **Fluent:** Django, Python
-  **Familiar:** VueJS, ReactJS
-  **Foundation:** Python, JavaScript
-  **Exposure:** ReactJS and Python
-  **Query** Languages: PostgreSQL and MySQL
-  **IDE:** VsCode, PyCharm

### Helpdesk Analyst

-  **Fluent:** HaloPSA, ServiceNow, MsAdmin, ActiveDirectory
-  **Familiar:** IBM CICS (Customer Information Control System) for Fraud monitoring

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## Education

### Bachelor of Science in Information Technology

Southwestern University, Cebu PH

2010-2014

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