

# Luis R. Vinoya III

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## Summary of Qualifications

- Solid foundation and training with a degree in Bachelor of Science in Information Technology.
- Strong troubleshooting skills, time management skills, team-player, always willing to learn, flexible to work any shifts and gives high regard in providing resolution with the best customer experience.
- Well versed in an enterprise environment in supporting multi-platform and multi-tier support teams.

## Professional Experiences

### **Stock Associate** (September 2016 – August 2019, November 2019 – Present)

Polo Ralph Lauren (Central Valley, NY)

- Assists customers in providing more information on Ralph Lauren products they are interested.
- Manages stock inventory and ensures availability by working with management.
- Maintains friendly and professional customer interactions.

### **Sales Associate** (August 2016 – June 2018, October 2018 – August 2019)

GAP (Central Valley, NY)

- Provides daily promotion information to customers.
- Responds to customer inquiry on GAP products and stock availability.
- Replenishes products on the sales floor.

### **Information Technology Assistant** (February 2016 – March 2016)

SM Guam Inc. (Hagåtña, Guam)

- Supports internal employees with technology issues by responding to their phone call, voice mail, chat, email and walk in request.
- Troubleshoot, diagnose, apply corrective action or escalate to the next tier and document per knowledge base guidelines depending on the issue reported.
- Execute Systems Open and Close Procedures.
- Responsible for communicating the routing process to the international SM Corporate office.
- Fix and escalate reported technical issues in Visual Store system.
- Contribute to unit goals by accomplishing related duties as required.
- Setup and configure Point Of Sale (POS) devices used by frontline employees both international and abroad.

### **Technical Internship** (March 2013 – August 2013)

Trends and Technologies Inc. - Makati, Philippines

- Provide technical support mainly with computers and network printers
- Respond to customer support requests by phone calls, emails and ticketing system.
- Respond to employees' technical inquiries via email or technical support tickets.

## Technical Experiences and Skills

- Data Communications and Computer Networks (CCNA), HP-UNIX Administration / LINUX, Web Application and Design (HTML), Database Management (SQL, Oracle) and Programming (C++, C#),

E-Commerce, Software Engineering, Project Management, Systems Analysis and Design and Computer Hardware Servicing and Maintenance.

- Well versed in the following IT applications: Active Directory, Microsoft Management SQL Server Studio, SAP, MS Office 365, SCCM, Citrix, Team viewer, Dameware, Reflections, Aviva, Zendesk (need to add some more)
- App for cloning computers, apps for ticketing, apps for rdp, apps for managing users and computers

## **Education & Certifications**

### **Bachelor of Science in Information Technology** (January 2014)

Mapua Institute of Technology – Makati, Philippines

#### **Capstone Member** (December 2013 - December 2014)

Mapua Institute of Technology – Makati, Philippines

- Test Case tester of the 4<sup>th</sup> year Capstone Project.
- Key team member in the implementation and documentation of the Integrated Recruitment and Employee Management System / IREM System
- Resolved any issues and challenges encountered during the entire system lifecycle.

#### **Computer Hardware Servicing – National Certificate II** (August 2014)

Greatways Technical Institute – Makati, Philippines

#### **Hardware Maintenance Course** (May 2014)

The Signal School - Taguig, Philippines

#### **Google IT Professional Support Course** (currently enrolled)

Coursera Online Education