

JAY DAVE ANTES

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Qualification Highlights

- Competent using software including: Windows, Word, PowerPoint, E-mail, and the Internet, Photo editing using Adobe Photoshop Elements.
- Recognized for long hours, commitment to customers, and attention to detail, professionalism, and follow-up.
- Developed and implemented improved policies and procedures, resulting in increased efficiency and productivity.
- Resourceful, energetic, competent, able to multi-task and results-oriented.

Experience

Maersk Drilling

ServiceDesk SME, June 19, 2019 – Present

- Providing second-tier support to end-users to deliver an excellent and consistent level of service to the customer. Responding to incidents within the defined response times based on criticality.
- Working in collaboration with other infrastructure teams and their activities directly impacting onshore/offshore production.
- Working with the application team, second-level support and vendors on break/fix and work-around to resolve problematic issues on a level 1 perspective.
- Managing major/significant incidents and acting as an escalation point until resolution within SLA.

Creating and managing Knowledge articles within the scope of Service Desk.

Assigned to Maersk Drilling Denmark

Local IT supporter, Aug 13 – Dec 11th, 2018

- Provides quality service to customers in need of assistance by troubleshooting current issues that they encounter on their working environment
 - Skype for business
 - Outlook
 - Concierge booking
 - Docking stations, mouse, monitors
- Handled the Windows 10 upgrade and Windows 10 re-image
- Assisted users in booking meetings using concierge
 - Making sure that all devices like: Clickshare, HDMI, Cisco and audio are all working in meeting rooms
- Responsible in testing all the equipment in Emergency room
- Also contribute on creating Knowledge Articles for Local IT

Maersk Drilling

Senior ServiceDesk Analyst, July 18, 2016 – Present

- Meet business objectives and team targets defined by SLAs and Scorecards
- Provides quality service to customers in need of assistance by troubleshooting current issues that they encounter on their working environment (Maersk Drilling, Offshore and Onshore users)
- Manages user accounts, distribution lists and shared mailboxes in Active Directory
- Ensures cases are logged in the Service Now CRM tool
- Use existing knowledge base and contribute in improving solutions in resolving cases
- Perform timely workstation hardware and software upgrades as required
- Contribute some points in both ticket handling and phone etiquette to my teammates and applied to our users, also shared my best practices.
- POC and SME on MIM, Citrix, Coin, SCCM, Wireless Voucher for HQ, SolarWinds and MSA Storage

TCS Tata Consultancy Services**Assistant Systems Engineer, Feb 24, 2014 – Sept 2014**

- Provide helpdesk support and resolve problems to the end user's satisfaction
- Monitor and respond quickly and effectively to requests received through the IT helpdesk
- Monitor Service Desk for tickets assigned to the queue and process first-in first-out based on priority
- Modify configurations, utilities, software default settings, etc. for the local workstation
- Utilize and maintain the helpdesk tracking software
- Document internal procedures
- Assist with onboarding of new users
- Ensure each workstation has a computer, monitor, keyboard, mouse, hard drive, and any additional specialized equipment
- Install, test and configure new workstations, peripheral equipment and software
- Maintain inventory of all equipment, software and software licenses
- Report issues to the Service Desk for escalation
- Manage PC setup and deployment for new employees using standard hardware, images and software
- Assign users and computers to proper groups in Active Directory
- Perform timely workstation hardware and software upgrades as required

Process Trainer - Sept. 2014 – July 2016

- Conduct trainings for Newly hired SDs, refresher trainings when new process arrived
- Maintained the SOP
- Create Process Test every month
- As part of the Knowledge Management, collate and share new process to both Maersk and Damco

DOCOMO Intertouch**Technical Support Representative, Nov 2010 - Feb 10, 2014**

- Strive to always promote high quality, results-driven, prompt, and professional customer service and support.
- Effectively trained by demonstrating hands on leadership. Consistently provided excellent customer services by rapidly resolving problems, maintaining ongoing internal and external communication, ensuring the utmost product quality.
- Assist customers with hardware and software problems, troubleshooting and resolving a wide variety of performance problems.
- Handled inbound technical duties, such as taking, troubleshooting. Resolved billing questions and disputes, made customer call-backs / follow-ups, and performed data entry.
- Promoted as Technical Support Level 2 after 9mos.
 - Supported Level 1 Agent on both DOCOMO and LODGENET account.
 - Handled NOMADIX, FREEDOM VISION, IBIS, AZURE wireless and UNIX
 - Processed and supported level 1 agent in both GUI and SQL

Holland America Line Cruise Line**Guest Relations Attendant, 2008 - July 2010**

- Provides exceptional, gracious and hospitable service to all guests. Performs preparation and processing of all administrative duties for Guests throughout the voyage including embarkation/disembarkation activities, preparation and completion of Guests billing and settlement of accounts.
- Completes all other miscellaneous duties as directed, not to exclude: Cabin Service order taking, Money handling/transaction, Phone answering and etiquette, Handling Guest concerns and providing info with regards to onboard services.

HCS Online@Celebrity - Celebrity Cruises Cruise Line**Program Assistant, 2003 - 2006**

- Assisted all Guests needs in Internet and E-mail's issues, assisted in classes offered by HCS (Adobe Photoshop Elements, Microsoft Word, Excel and Digital Downloads).
- Supported Guests in dealing with internet connection using Connect@Sea connection (Dial up service), Assisted in Wireless Connection, Backup Data and Technical Support.
- Performed routine maintenance and user file backups
- Provided maintenance, installation and configuration of network and workstation hardware and software. Re-imaged laptops and maintained hardware infrastructure
- Monitored help desk phone providing outstanding customer service on technical issues

INTEL Phils. Manila, Philippines**OPS Technician, 2000 - 2001**

- Performed troubleshooting of personal computers and peripheral equipment, identifying problems and providing solutions, Upgraded Client's operating system from Win '95'98 to windows Professional with data restoration.
- Re-imaged laptops and maintained hardware infrastructure, configured and restoration of client's mail accounts using Microsoft Outlook.

Getronics Philippines Inc., Manila, Philippines**Service Engineer, 1998 - 2000**

- Conducted LAN maintenance, installation, cabling (RJ45, Coax Cable) and configuration of Cisco routers, Modem, Workstation, Printers and Servers
- Conducted PC maintenance, repair, installation, and configuration and performed troubleshooting solutions to PC related problems. Assembled and prepared PC for dispatching to clients. Administered primary and back-up domain controllers, file servers, print servers, proxy server, and e-mail server
- Managed LAN/WAN environment, with Cisco switches and routers, UNIX and Windows NT servers, Checkpoint firewall and remote access (VPN and dial-up), as well as multiple labs doing VoIP software and hardware development

Education / Training and Seminars**B.S., Computer Engineer, 1998**

TRACE Computer College Manila, Philippines

Electroworld Philippines

September - October 1999

- Computer Assembly
- Software Installations and Computer Repairs

Cisco Router Installation and Configuration

Jan 17-25, 1999

Getronics Philippines Inc.

Skills

- Customer Care
- PC Hardware Setup
- System Installation
- LAN and WAN Administration

Personal Info

Born: May 16th, 1976

Birthplace: San Felipe, Zambales Philippines