

**Kristine Camille D. Ostrea**  
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- Information technology specialist with 6+ years of customer service experience in hardware, software and system support. Working knowledge on computer and peripheral setup and maintenance.
- Working knowledge on Networking concept and fundamentals.
- Experienced with case ticketing management. Customer – Oriented.
- Excellent verbal and documentation skills.
- Has a keen sense of time, great attention to detail, and a reliable team player.
- Highly motivated, resourceful and can work under pressure. Accustomed to a high-paced work environment.

## SKILLS

- Computer Building and Maintenance
- Computer Peripheral Installation
- Computer Network Troubleshooting
- Excellent Customer Service
- Documentation and Organization
- Leadership and Management

## SOFTWARE

- C++ / C#
- MS SQL Server 2005/2008
- Command Line Interface / Terminal
- Windows 7/10
- Mac OS
- Adobe
- Microsoft Office
- Active Directory

## WORK EXPERIENCE:

**ICE Currency Services – LAX International Airport**  
**Customer Service / IT Support**

**Los Angeles, CA 90045**  
**November 2018 – March 2020**

- Repaired computers on all branches across LAX.
- Troubleshoot computer systems.
- Setup new computer for main office and branches.
- Configured management new mobile devices accordingly.
- Resolving customer issues in a timely matter that adhere to SLAs.
- Escalation point for complex customers.
- Recognized as top 1% for client satisfaction.

**Fabric Empire**  
**Technical Support / Customer Service Lead**

**Los Angeles, CA 90021**  
**August 2016–November 2018**

- Updated and maintained all computer systems.
- Setup computer network and equipment across company devices.
- Managed back-up / recovery installation project.
- Lead system automation via remote support.
- Improved order processing by 20% by automating manual processes.
- Created a template for a faster and more productive order printing process.
- Directly responsible for 50% increase in repeat sales due to excellent customer satisfaction.
- Patiently answered customer inquiries and questions referenced to orders.

**Golden Cutting and Sewing Supplies**  
**Technical Support Associate / Customer Service**

**Los Angeles, CA 90021**  
**February 2016 – August 2016**

- Deployed updates on all devices for a faster order turnaround.
- Installed new computer peripherals for a more secure and efficient workflow.
- Implemented ticketing cases for issue related concerns.
- Organizing warehouse placements for more convenient and faster order turn over time.
- Provided end to end customer service.

**MAERSK Global Service Centre Philippines**  
**Process Expert – DAMCO Department, Kewill Support Service**

**Ortigas Center, Pasig City, Ph**  
**May 2013 – November 2014**

- Provide technical assistance to customers via email and telephone.
- Resolved help tickets from hardware to software.
- Troubleshoot software developed inhouse.
- Acted leader on duty.
- Successfully facilitated team building to create a more harmonious work environment that lead to a more productive team.
- Created Kaizen/Lean Six Sigma projects to help the company move forward.

**PTO Media / S Media Services**  
**Production/ Design/ Customer Service/ IT Support**

**Eastwood Cyberpark, PH**  
**July 2012 – April 2013**

- Producing, designing and supporting mobile and web application for publications of international newspapers, magazines and catalogues.
- SQL database management, XML parsers.
- Olive Software where we monitor and provide support to users when there is data clog and problems.

**AXIS Global Interactive**  
**Game Tester / Marketing Intern**

**Ortigas Center, Pasig City, Ph**  
**April 2011 – May 2011**

- Tested Developed games to document and report bugs, errors and miscalculated outputs to be reported to developers.
- Developed and implemented marketing strategies for the game to be known.

## **EDUCATION / CERTIFICATION:**

**2020 - ONLINE**

**COMPTIA A+ CERTIFIED**

**2020 - ONLINE**

**CERTIFIED AWS CLOUD PRACTITIONER**

**2016 – LOS ANGELES PACIFIC COLLEGE**

**CERTIFICATION IN COMPUTER INFORMATION SYSTEM**

**2015 – LOS ANGELES PACIFIC COLLEGE**

**CERTIFICATION IN COMPUTER GRAPHIC DESIGN**

**2007 - 2012 SAINTS SCHOLASTICA'S COLLEGE**

**BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY**