

# Dave A. Omandam

Highly self-motivated and goal-oriented professional. With almost 4 years of assisting customers with various hardware and software related issues as a Technical Support Engineer and Global IT Service Desk Voice Support.



## EXPERIENCE

### **SPi CRM, — *Technical Support Engineer Intern (pre-professional)***

Dumaguete City Site - December 2017 – February 2018

### **SPi Technologies Inc., — *Senior Technical Support Engineer***

Dumaguete City Site - July 2018 – May 2021

### **Accenture, — *Global IT Service Desk Voice Support***

Cebu City Site - May 2021 - April 2022

### **RNNG Info. Tech. Services, — *Jr. Quality Assurance Engineer***

Dumaguete City Site - May 2022 - October 2022

## TASKS/RESPONSIBILITIES (Accenture)

- Provide the first level of support for customer and system incidents and requests using basic technical and service knowledge
- Ability to provide quality technical support, attention to detail, and a positive customer service attitude for users based in APAC, EMEA & US.
- Perform an initial level of diagnosis of problems and incidents and resolve them by questioning customers about the issues they are facing in a detailed fashion so that I understand the nub of the problems.
- Escalate urgent requests or those that require more in-depth knowledge and understanding to the attention of Tier II support.
- Interpret problems or errors at a basic level assess the risk of events and escalate appropriately to protect client services
- Ensure proper documentation for all problems, incidents, and requests via ServiceNow

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## CERTIFICATIONS

**Computer Hardware  
Servicing NC II – Tesda**  
– February 2018

**Fortinet's Network  
Security Expert  
Certification NSE 1**  
Network Security  
Associate –  
February 2021 – 2023.

**Fortinet's Network  
Security Expert  
Certification NSE 2**  
Network Security  
Associate –  
July 2019 – 2021.

## RESPONSIBILITIES/EXPERIENCE (RNNG)

- Create tests to identify software problems
- Analyze bugs and errors found during tests
- Document results of tests for the software development team
- Recommend improvements in software to enhance user experience
- Works together with the software developer to enhance and improve programs
- Review user interfaces for consistency and functionality

## SKILLS/EXPERIENCE (Accenture)

- Experienced in different types of OS - **Windows 7, 8.1 & 10**
- Hardware troubleshooting for Desktops
- Daily handling of ticketing tool (**ServiceNow**) with knowledge articles
- Unlock/Password reset of user's account in **Active Directory Users and Computers**
- Proficient in Microsoft products (**Office 2013, Office 2016, and Office 365**)
- Troubleshooting **MS Teams** (Desktop and mobile), **Skype** and **Cisco WebEx**
- Setup **Intune** on users' devices
- Setup and troubleshoot **Okta Verify** on the user's mobile device
- Basic troubleshooting for **SAP** (password reset)
- Basic troubleshooting for **Citrix** machines (XenDesktop and XenApp)
- Basic troubleshooting for **Mainframe** machines (password reset) and **Wyse Terminal**.
- Setup **RSA SecurID software token** on users' machine
- Setup, configuration, and troubleshooting of email - **MS Outlook** (Desktop and Mobile)
- Troubleshooting **Global Protect, Adobe Acrobat**, and browsers (**IE, Chrome, Firefox & Edge**)
- Troubleshooting **Shared drive access**
- Troubleshooting **Printer** issues.
- Support clients' Internal tools and websites (**Help.aig.net, Workday, etc.**)
- Experience providing help desk support over the phone and remote desktop sessions (**Bomgar**)
- **Installation** of any applications approved by the company
- **BitLocker**

## HOBBIES

Video Editing, Playing Chess, Reading, and Photography.

## LANGUAGES

English, Filipino, Cebuano

## SKILLS/EXPERIENCE (SPi Technologies Inc.)

- **McAfee ePolicy Orchestrator** (updating the machine's anti-virus and generating reports)
- Basic Networking (Assigning VLANs[**Putty**], read access on DHCP server)
- Experienced in re formatting and cloning multiple PCs (using **Clonezilla**)
- Basic understanding of a Programming language (**HTML5, CSS3, JavaScript**)
- Experienced in supporting different types of OS - **Windows 7, Windows 8.1 & Windows 10**
- Daily handling of ticketing tool (**Landesk**)
- Unlock/Password reset of user's account in **Active Directory Users and Computers**
- Proficient in Microsoft products (**Office 2013, Office 2016, and Office 365**)
- Daily use of Remote Tools (**Remote Desktop Application, Ultra VNC, LogMeIn, and Kaseya PCVisor**)
- Helped my company to recover from Ransomware attacks last Sept. 2020–Dec. 2020 (set company machines from scratch)
- Troubleshooting and diagnosing hardware issues
- Basic configuration and troubleshooting of applications such as (**MS Teams** (Desktop and mobile), **MS Outlook** (Desktop and mobile), **Adobe Applications**, and browsers (**IE, Chrome, Firefox & Edge**))
- Troubleshooting **Shared drive access** and **Printer** issues.
- Setup **BitLocker** on users' laptops

## EDUCATION

- Vilo Elementary School – Year 2001 - 2007
- Campalanas National High School – Year 2007 - 2011
- Siquijor State College, Lazi Campus — *Bachelor of Science in Information Technology* – Year 2011 - 2013
- Siquijor State College, Larena Campus — *Bachelor of Science in Information Technology* – Year 2016 - 2018