

Jhon Gekho F.Frando

Bachelor of Science in Information Technology
Blk#32 Lot 26 Phase 1 83 Tiyaga Street Pasinaya Homes
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CAREER OBJECTIVES

To pursue a highly challenging and creative training area, where I can apply my acquired knowledge and creativity, learn new skills and contribute effectively to the company's objective.

WORK EXPERIENCE

Radiant Global HD Inc

Senior Technical Support – POS Provider

May 2022 up to Present

- Address complex technical problems that go beyond the scope of standard support procedures.
- Develop temporary or permanent solutions for technical issues as needed.
- Evaluate and escalate unresolved issues to higher levels if necessary.
- Provide mentorship and training to less experienced team members.
- Create and maintain detailed documentation for troubleshooting procedures and solutions.
- Manage and resolve escalated customer support tickets and issues.
- Create and update technical documentation and standard operating procedures.
- Develop and implement best practices for technical support operations.
- Ensure systems are up-to-date with the latest patches and updates to maintain security and performance.
- Generate reports on recurring issues, system performance, and user feedback to identify trends and areas for improvement
- Provide clear and concise instructions to users, ensuring they understand the solutions and steps taken.
- Set up API sending and transporter.
- Set up POS hardware and software.
- Implement onsite to our client.

IRS Eastern Inc

Rescue Coordinator – Container Van

April 2019 to May 2022

- Manage and coordinate various rescue teams, such as search and rescue teams, Technician teams, and support personnel.
- Create and update rescue operation plans, including procedures for various types of emergencies.
- Identify and allocate necessary resources, including personnel, parts, and supplies.
- Ensure that information is accurately documented and communicated, including incident reports and status updates.
- Keep track of resource inventory and request additional supplies or equipment as needed.
- Generate reports on the outcomes of rescue operations, including successes, challenges, and recommendations for improvement.
- Keep detailed records of rescue operations, including timelines, resource usage, and personnel activities.
- Monitor the emails of the client 24/7.
- Verify the reports of our technician.

Kolin Philippines Inc

Product Specialist – Aircon

October 2018 to March 2019

- Offer excellent customer service, addressing any issues or questions that arise.
- Gain a deep understanding of the products or services being sold, including their features, benefits, and applications.
- Present and sell products or services to customers, aiming to meet or exceed sales targets.
- Discuss terms and conditions with clients to close sales effectively.
- Provide regular reports on sales performance, market conditions, and customer feedback to management.
- Actively promote products or services through various channels, including in-person meetings, phone calls, and online platforms.
- Strive to meet or exceed sales targets and performance metrics set by the company.
- Keep accurate records of sales activities, customer interactions, and transactions.
- Create and implement strategies to reach sales goals and expand market share.
- Find and approach potential customers to generate new business opportunities.

ACADEMIC BACKGROUND

June 2012- May 2016 STI COLLEGE BALAGTAS
Mc Arthur Highway, Borol 1st, Balagtas, Bulacan

June 2008 – April 2012 Godwin's Montessori School
San Sebastian Hagonoy Bulacan

June 2002 – April 2008 Hangga Elementary School
San Pedro Hagonoy Bulacan

PESONAL INFORMATION

I am a single Filipino, born on January 10, 1996, in Santa Maria, Bulacan, Philippines. Standing at 5'7" and a Catholic, I am known for my swift learning ability and adaptability to new situations. I am dependable, analytical, and hardworking, with a strong sense of persistence and flexibility. I perform well both independently and in team environments, demonstrating dedication and commitment to achieving goals. In my free time, I enjoy playing online games and building gaming computers. I also engage in reviewing programming languages such as Python and PHP.

Character Reference

Liz Limsiaco

Operation Manager

Quezon City

09175020541

Mharkly Zulueta

IT Supervisor

Quezon City

09460386485

Alfredo Salvador

Implementation Lead

Quezon City

09324512938

References

I hereby certify that the above written information is true and correct

Very Respectfully Yours,

Jhon Gekho F. Frando

Applicant