



CLIFFTON JHED SALDAVIA

IT Helpdesk/Customer Support

PERSONAL BACKGROUND

Permanent Address: 63 Purok Kabulakan, Brgy. Rizal
Sagay City, Negros Occidental
Age: 37
Gender: Male
Religion: Roman Catholic
Date of Birth: October 30, 1985
Height: 5'6" ft.
Weight: 150 lbs.
Civil Status: Single
Citizenship: Filipino

EDUCATIONAL BACKGROUND

Sagay Computer Institute

Associate in Computer Programming
Year Graduated: 2009

Sagay National High School

Secondary
Year Graduate: 2002

LIST OF EXPERTISE

- Remote Desktop Connections
- Configuring Windows Active Directory (Windows 2012 & 16)
(Promote DNS, Organizational/Sub Unit, Group Policy, Folder & Printer Sharing Config)
- Active Directory Account creation, unlock and password reset & disabling/enabling account.
- Managing Users in M365 such as account creation, resetting passwords, enable/disable account read and manage access, and email blocking
- Windows Server 2006-2019 administration and Exchange Administration, configuration and maintenance
- Customer Service (Technical/Sales)
- Experienced Graphics Designer(Photoshop CS6)
- Experience in Database Management and Forms in VB.Net & Visual Basic, HTML & CSS
- Can do Data Entry with 50-60 WPM.
- Data Mining.
- Social Media Management.
- Advanced Microsoft Office(PowerPoint, Excel & Word)VBA, and Advanced Formulas)
- Troubleshooting No Boot, No Internet, No Sound, No Video Issue
- Troubleshooting Computer hardware and software devices for Windows 7 - 10
- Troubleshooting Printer Connectivity issues.
- Configuring port forwarding(TCP, UDP)
- VPN Setup
- Configuring Printer, File & Folder Sharing
- Troubleshooting LAN and WAN (TCP, IP, Subnetting and DNS)
- Doing VB.Net Database for used by HR, IT, IT Help-desk for Operation and Maintenance
- (Newly Formulated Idea) Online Windows Reformat using Windows IPxe

GET IN TOUCH WITH ME

Gmail: jhedaldavia@gmail.com
Skype: jhedyman or live:jhedaldavia
Contact # : +63 999 827 2647
Facebook: www.facebook.com/jhedman

Work Experience

IT Helpdesk L2

HappierIT (MSP)/ Feb 2021 - Feb 2023

Identifying Issues and resolving them in a timely manner. Remote Desktop(N-able,ScreenConnect,Teamviewer,Anydesk,Splashtop)
Troubleshooting Computer Hardware and software issues, LAN & WAN
Windows Server 2006-2019 administration and Exchange Administration,configuration and maintenance
VPN setup(Sonic Wall,WatchGuard)
Configuring Outlook Shared Mailbox,Delegation,Rules and Spam Filter
New Employee Setup & Termination
Creating Standard & Local Admin rights
Administering and maintaining end user accounts, password resets/unlocks, and Office365 email setup and support
Active Directory Account Creation, Password Reset and Enable/Disable user's account
Proficient in ConnectWise Manage/Automate, Autotask/Datto RMM & IT Glue

Ability to think out of the box to resolve clients issue.

Troubleshooting PC/Laptop No Boot, No Internet, No Sound, No Video Issue

Technical Support Representative

Google Philippines/ March 2019 - March 2021

Receiving and resolving calls from customers who have Google Wifi Devices
Build a good connection w/ the customer.

Handling calls and solving the issue in a timely manner while following the QA standards and agent metrics like AHT, CSAT, Resolution Rate and Transfer Rate.

Troubleshooting Lan,WAN,(DHCP,Static,PPPOE),Port forwarding and DNS

IT Technician

Emir Private Affair Office/ June 2017 - January 2018

Troubleshooting No Boot, No Internet, No Sound, No Video Issue
Troubleshooting Computer hardware and software devices for Windows 7 - 10
Troubleshooting Printer (WAN and LAN)
UTP Cabling and port installation

Administering and maintaining end user accounts, password resets/unlocks, and Office365 email setup and support).

Account Creation, Password Reset and Enable/Disable user's account Active Directory

Troubleshooting LAN and WAN (TCP,IP,Sub netting and DNS)

Doing VB.Net Database for used by HR, IT, IT Help-desk for Operation and Maintenance

Customer Service Representative

VXI Holdings/ June 2016 - June 2017

Receiving calls(U Verse & Telco) from client regarding Product Inquiry,Billing(Adjustments & disputes),transfer,temporary suspension of service and resuming from cancel service.

Taking ownership of the issue.

Proper handling of calls and escalation process.

Processing the order of the customer for the new connection.

Converting billing disputes into sales.

Strong convincing techniques to make a sale.



CLIFTON JHED SALDAVIA

IT Helpdesk/Customer Support

PERSONAL BACKGROUND

Permanent Address: 63 Purok Kabulakan, Brgy. Rizal
Sagay City, Negros Occidental, Philippines

Age: 36

Gender: Male

Religion: Roman Catholic

Date of Birth: October 30, 1985

Height: 5'6" ft.

Weight: 150 lbs.

Civil Status: Single

Citizenship: Filipino

EDUCATIONAL BACKGROUND

Sagay Computer Institute

BS in Computer Programming
Graduated: 2009

Sagay National High School

Secondary
Year Graduate: 2002

LIST OF EXPERTISE

- Remote Desktop Connections
- Configuring Windows Active Directory (Windows 2012 & 16)
(Promote DNS, Organizational/Sub Unit, Group Policy, Folder & Printer Sharing Config)
- Active Directory Account creation, unlock and password reset & disabling/enabling account.
- Managing Users in M365 such as account creation, resetting passwords, enable/disable account read and manage access, and email blocking
- Windows Server 2006-2019 administration and Exchange Administration, configuration and maintenance
- Customer Service (Technical/Sales)
- Experienced Graphics Designer(Photoshop CS6)
- Experience in Database Management and Forms in VB.Net & Visual Basic, HTML & CSS
- Can do Data Entry with 50-60 WPM.
- Social Media Management.
- Advanced Microsoft Office(PowerPoint, Excel & Word)VBA, and Advanced Formulas)
- Troubleshooting No Boot, No Internet, No Sound, No Video Issue
- Troubleshooting Computer hardware and software devices for Windows 7 - 10
- Troubleshooting Printer Connectivity issues.
- Configuring port forwarding(TCP, UDP)
- VPN Setup
- Configuring Printer, File & Folder Sharing
- Troubleshooting LAN and WAN (TCP, IP, Subnetting and DNS)
- Doing VB.Net Database for used by HR, IT, IT Help-desk for Operation and Maintenance
- (Newly Formulated Idea) Online Windows Reformat using Windows IPxe

GET IN TOUCH WITH ME

Gmail: jhedsaldavia@gmail.com

Skype: [jhedyman](#) or [live:jhedsaldavia](#)

Contact # : +63 999 827 2647

Facebook: www.facebook.com/jhedman

WORK EXPERIENCE

Helpdesk

Saudi Binladin Group of Company/Nov 2013-May 2016

- Receiving calls from the university regarding MECH,CIVIL,HVAC,ELEC & IT issues.
- Inputting the whole details of the issue in the database accurately.
- Creating a ticket/reference # for the Issue.
- Informing to the section Engineers assigned in a specific site about the issue.
- Completing Work Orders # based on the received WO submitted by the technician.
- Making a documentation of the problem and how it was done.
- Creating a Preventive and Corrective maintenance.
- Maintaining network connectivity issues and computer hardware and software stability.

Data Encoder

King Fahad Medica City Hospital/ June 2009-August 2011

- Encoding all the items in Property Department all the item tags including item description, serial number, the receiver of the items and date when it was received by the requester.
- Updating database from time to time
- Maintaining accuracy and speed in pressure.
- Advance Microsoft Excel.

INFORMAL JOB EXPERIENCE

Mobile Technician

Alwaili Mobile Repair Shop/Oct 2015-April 2016

Diagnosing faulty Mobiles & Replacing of parts like(SAMSUNG & APPLE DEVICE)

- LCD/SCREEN
- MIC/EARPIECE
- CHARGING PORT
- WATER DAMAGE
- REPROGRAMMING (SAMSUNG & APPLE DEVICE)
- REHEATING
- POWER SWITCH/VOLUME
- SIM CARD SLOT

Home Service Laptop/PC Technician

Freelance Home Service/ June 2009-Present

- Troubleshooting No Boot, No Sound, No Internet, No Video & No Power
- Diagnosing and replacement of faulty issues of:
- LCD
- WIFI
- LAPTOP KEYBOARD
- AC ADAPTOR CONNECTOR
- SYSTEM UPGRADES
- UN LOCKING SYSTEM PASSWORD
- REFORMAT(WINDOWS XP,VISTA,7 ALL VERSION,8 ALL VERSION & 10)32 & 64 BIT
- ALL KINDS OF DOWNLOADS OF MP3,VIDEOS,GAMES & APPLICATIONS