



# ALEXANDER LOPEZ

IT SERVICE DESK / FRONTEND WEB DEVELOPER

## CONTACT

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- Quezon City, Philippines

## EDUCATION

**AMA UNIVERSITY**  
06/2019 - 09/2022  
Bachelor of Science in  
Computer Science

## SKILLS

- HTML5
- CSS3
- Active Directory
- Technical Support
- Customer Service
- ReactJS
- Tailwind CSS
- JavaScript
- Network (LAN/WLAN)
- Bootstrap
- WordPress
- Canva
- Figma

## LANGUAGES

- English (Professional)
- Filipino (Native)

## PROFILE

I'm a tech-driven problem solver with a dual edge: by day, I deliver fast, friendly support as an IT Service Desk professional—keeping users productive and systems running smoothly. By night, I craft responsive, user-friendly web interfaces as a freelance frontend developer, turning ideas into clean, functional digital experiences with modern web tools.

## WORK EXPERIENCE

- LRA Pacific** 08/2014 - 09/2014  
Technical Support (Part time)
  - Presidential Election 2014 - POS Machine Support (Part-time)
  - Providing How-to use the machine, inability to print, no power, and installation.
- LRA Pacific** 07/2015 - 09/2015  
Data Encoder (Part time)
  - Social Security System backlog data transferring
  - Data from image to server encoding.
  - Ensuring accurate data transfer from image to server on fast paced environment.
- LRA Pacific** 01/2020 - 10/2021  
IT Site Operations and Staff L1 (Full time)
  - Hardware / Software Support
  - Network Support - LAN
  - Avaya Hardphone Support
  - CCTV Monitoring and back up
  - Data Server Room - Monitoring
  - Asset Inventory Management
  - Windows 10 OS Support
- Wipro Philippines** 01/2022 - 10/2022  
IT Service Desk L1 (Full time)
  - Global IT Support for Wipro Employees, Contractors, and Customers via Phone, Chat, and Email
  - Ticketing System - ServiceNow
  - Active Directory - User account management (Password Reset, Assigning OU, Adding Security Groups)

## INTEREST

- Programming
- Guitars
- Building System Units
- Travelling
- Video Editing
- Artificial Intelligence
- Playing Video Games

## CERTIFICATES

### JavaScript

Simplelearn - 05/2022

Code: 3433417

## CHARACTER REFERENCES

### Genesis Alvarado

Cognizant - Team Leader  
+639166037319

### Karen Manlang

Cognizant - Sr. Systems Engineer  
+639175278352

### Bien Carlo Mojica

Cognizant - Spanish Systems Engineer  
+9167736489

- VPN Support - Cisco AnyConnect, Global Protect
- MFA Support - PingID
- Hardware, Software, and Network Support
- VDI - Virtual Machine Support
- MS Office 365, VDI (Virtual Desktop - Citrix Workspace)
- Windows 10 / Mac OS
- Mobile Support (Android/iOS)

### Foundever

10/2023 - 03/2024

IT Service Desk L1 (Full time)

- Global IT Support for Foundever Employees, Contractors, and Customers via Phone, Chat, and Email.
- Ticketing System (ITSM), Active Directory (Managing users), VPN Support, MFA Support, Hardware & Software, Remote Support (RDP), VDI (Citrix Workspace), O365, Windows 10 & MacOS, Mobile Support, Offline tickets made by users to be assigned to L2 if not resolved.

### Cognizant Philippines

04/2024 - Present

Systems Engineer (LMS Support / SD) (Full time)

- Global IT Support for our client via Phone, Email, Remote Session, and Chat. Assigning tickets to correct resolving groups.
- Managing LMS profile, logins, access, and service requests.
- Active Directory, Azure, O365, Network, Remote Support, Outlook, Webex, MS Teams, VPN (Global Protect), Printer network mapping, Network drive mapping.

## MY FREELANCE PROJECTS

### Pets Corner Hub PH

05/2024 - Present

Frontend Web Developer

- Create visually appealing UI and user interaction through out the website.
- React JS, HTML5, CSS3, Tailwind are the tech stacks that I am using to this project.

### VibraTech21

06/2021

Landing Page

- Created landing page using WordPress
- WordPress plugin used: Elementor

### Pressboard Unlimited

06/2021

Landing Page

- Created landing page using WordPress
- WordPress plugin used: Elementor