Name: Limuel Escano

Address: Barangka ibaba, Mandaluyong City

Tel no. 09052988755

Email address: limuelescano@gmail.com

WORK EXPERIENCES:

POSITION: Service Desk L2/Que Manager Employment
Date: 02/15/2024 – Current

Company Name: Tata

Duties & Responsibilities:

- Performing level 2 task and admin task of ServiceDesk

- Doing back logs tickets and checking the que

- Performing software installation for user

- Admin task is Microsoft Azure

POSITION: Web Developer

Employment Date: 01/22/2024 – 04/05/2024

Company Name: De Castro Consulting

Duties & Responsibilities:

- Created 2 websites De Castro Consulting and De Castro Law Firm

- Uses WordPress and Mern Stack

- Creating SEO to optimize the website across various platforms

POSITION: Full Stack Web Developer

Employment Date: 05/26/2023 – 11/09/2023 Company
Name: KodeGoPH

Duties & Responsibilities:

- Creating Front end and Back End website

- Front end such as HTML, CSS, Javascript, and Framework

- Back end such as ReactJS, PHP, Laravel, MySQL

POSITION: Technical Support Representative
Employment Date: 03/13/2023 – 01/11/2024

Company Name: TaskUs

Duties & Responsibilities:

- Technical Support with Netflix account

- Account/Profile updates and Lock/Password Reset

- Troubleshooting Appliances, Phones, Computers, etc..

- Supporting App Issues/Errors

POSITION Customer: Senior Analysts/Service Now Admin

Employment Date: 01/03/2022 - 01/15/2023

Company Name: HCL

Duties & Responsibilities:

- Software test and QA for KB article as a Senior Analyst

- Resolving software issues and errors

- Windows Troubleshooting Hardware computers/laptop

- Service Now trained (Tools: Active Directory, Ticketing Tools, Citrix, VPN, Networks

- Resolving issues with Microsoft Office 365

POSITION: IT Helpdesk

Employment Date: 11/09/2020 - 02/01/2022

Company Name: Teletech

Duties & Responsibilities:
-Handle Healthcare Tech Account

- Assisting customer profiles such as

  ● Password reset

- Account lock

- Status of the account

- Troubleshooting Windows desktop issue

-Assisting hardware such as Printers, POS,

Computers and KIOSK

- Using the Bomgar tool for remote access for a software issue

POSITION: Customer Service Representative

Employment Date: 07/23/2018 -01/20/2020

Company Name: Alorica

Duties & Responsibilities:

- Handle Financial Account in a Credit Card store in the US

- Fully trained in Inbound and Outbound Calls (Pure Voice)

- Assisting with claims and Fraud - Doing up-selling sales

TRAINING & SEMINARS:
· National Certificate 2 Passed
Computer System Servicing
June 5, 2018 - June 4, 2023

EDUCATION:

KodeGo BootCamp: May 2023 - Oct 2023 - Full Stack Web Developer

COLLEGE: June 2015 – May 2018 Associate Degree in Computer Technology