







MAY DEYPALUBOS

TECHNICAL SERVICES TEAM LEAD

CONTACT ME AT

-  Naga City, Philippines
-  mayanndeypalubos@gmail.com
-  @mayann-deypalubos
-  +639618302212

TECHNICAL SKILLS

HTML
CSS
JavaScript
WordPress
Canva
Basic Network Troubleshooting
Proficient in MS Office Suite

SOFT SKILLS

Exemplary time manager
Detail - oriented
Self motivated & able to work independently
Problem solver
Good communication skills

PERSONAL PROFILE

Highly motivated and committed attitude with 4 years experience in Technical and Customer Support seeking to be part of a team that allows personal and career growth.

WORK EXPERIENCE

Admin cum Personal Assistant to the CEO

Stratum OAM, UAE | Nov 2019 - Mar 2020

- Maintained daily task list, arranged meeting, and made appointments with individuals on a priority basis
- Organized a filing system for important and confidential company documents
- Screened and prioritized incoming requests, directing to appropriate departments as needed
- Managed office supplies and equipment

Technical Services Team Lead

Digicel Ltd, PNG | Nov 2016 - Dec 2017

- Chief point of liaison between Level 1, Level 2, on-site Engineers, transmission team and logistics
- Collaborated with the Product Team across the development through to the implementation stages
- Supervised, mentored and reviewed performance of the Help desk team (6 staff)
- Identified and escalated reoccurring issues to senior management

EDUCATIONAL HISTORY

freeCodeCamp

Basics of Web Development | Feb 2018 - Jun 2018

Ateneo de Naga University

BS in Electronics Engineering and Telecommunications Engineering | Jun 2006 - March 2011