France Nicole P. Ocampo

Email: fncp007@gmail.com
Cell:+63-991-911-4635, +63-915-276-7180
Address: Imus City, Cavite 4114

SKILLS: Git, HTML, Semantic HTML, CSS, Bootstrap, Frontend Development, Responsive Web Design, MongoDB

CAPSTONES

RESUME: https://ofncp.github.io/fncp0_resume/

I built a resume using HTML, CSS, Flex/Grid Design & Bootstrap and hosted the page in github.

ECOMMERCE WEBSITE: https://cap3ocampof.vercel.app

Booking site (for preloved ice hockey gears) using ReactJS for front-end with login/registration and authentication using MongoDB as database and Express/Node JS as back end. Hosted the site using Vercel.

TRAININGS ATTENDED

Jul 3, 2023 – Oct 18, 2023	**Full Stack Web Development Bootcamp**	Zuitt Coding Bootcamp
Jan 16 – 20, 2022	**ITILv4 Training**	Spartan Allied Services

TECHNICAL CERTIFICATIONS

Jan 10, 2022 **ITILv4 Certified**

SUMMARY OF CAREER HISTORY

Nov 2022 – Sep 2023	**IQVIA,** Senior IT Service Desk
Jan 2017- Mar 2020	*Hygge Travels,* Travel Specialist / Service Desk
Nov 2012- Sep 2013	*Transcom Worldwide Philippines,* Collection Specialist
Oct 2009 – Sep 2010	**Genpact Services LLC,** Collection Specialist

RELEVANT EXPERIENCE

Nov 7, 2022 – Sep 2, 2023, IQVIA, Senior IT Service Desk

- *Works with IQVIA end-users to fulfill service requests and resolve incidents that have been raised by approved intake methods, including but not limited to phone, chat, and email.*
- *Achieve individual and team goals including quality.*
- *Organizes workload to meet deadlines as assigned by the team leader.*
- *Build and maintain relationships with all IT and applicable business units.*
- *Maintains awareness of the current and forecasted states of the IT environment.*
- *Respond to and resolve queries received via self-service case logging, webchat, phone calls and email within service level, keeping users informed of the status of their issues and concerns through to resolution.*
- *Provide functional and technical user support to team members on systems, processes, and technology to different IQVIA support groups.*
- *Provide effective education and information to users on best practice use of systems and technologies (e.g. laptops, telephony, Office 365, Windows etc)*
- *Create, review and update knowledge articles, self-help guides and documentation to support the local team*
- *Record accurate and timely case notes to keep users appraised of case progress and allow for problem analysis and prompt escalation.*
- *Remote troubleshooting of IT hardware and software issues*
- *Liaise with relevant internal and external teams for additional information to resolve specific issues.*

Jan 10, 2017 – Mar 22, 2020, Hygge Travels, Travel Specialist

- *Book Tickets (Air/Sea/ Land), reserve accommodation, and organize rentals, Meet client's specifications, wishes, and details needed, Process payments in all payment methods available, Providing full assistance from planning to end the journey, Assist clients and travel partners with the updates of the company website*

Nov 30, 2012 – Aug 2, 2013, Transcom Worldwide Philippines., Collection Specialist

- *Collect accounts in full or any variations of payment able to be obtained by negotiation, Ensure collection of required amount, Examine and account in terms of debt amount and confirmation of customer's address to define the best course of action taking into consideration of the monetary outlay for both the client and the company, Action accounts in the appropriate manner ensuring full compliance of policy and procedures, Maintain and updated all relevant information relevant to the customer's file, Meet set monthly targets/KPIs*

Oct2 10, 2009– Sep 14, 2010, Genpact Services LLC, Collection Specialist

- *Daily payment posting, Invoicing for Industrial Accounts, Daily submission of collection receipts and acknowledgement receipts with invoice attachment to accounting department, No floating payment variances at the end of the month.*

EDUCATION

Bachelor of Science in Business Administration
Philippine Normal University, Manila