

ARIEL A. SALIBAY

Technical Support

CONTACT

Phone: +639651621085

Email: asalibay1994@gmail.com

Address: Calis Subd., Poblacion, Makilala, North Cotabato 9401

Portfolio: aayee13.github.io

PROFESSIONAL EXPERIENCE

Site Lead

Prime@Technology Specilist, Inc. – June 2024 – Present

- Assigned at Registry of Deeds Kidapawan City.
- Prepare and supervise the operations of the Registry of Deeds.
- Communicate with Headquarters for resolution if operational incidents encounter.
- Prepare operations report on weekly and monthly basis.
- Control and coordinate all activities and operations inherent to the continuous operation with direct reporting to Project Coordinator.
- Work with RD personnel to ensure continuous operations of the RD assigned.

Technical Support

Emcor, Inc. – September 2018 – February 2022

- Update and Troubleshoot Application programs that use by the company.
- Monitored connection to the server.
- Diagnosed and resolved complex technical issues, providing detailed root-cause analysis.
- Troubleshoot technical issues and provided on-site technical support.
- Provided technical support for end-users and resolved escalated technical issues.
- Collaborated with cross-functional teams to identify and resolve technical problems, resulting in improved operational efficiency.
- Resolve issues for staff via phone, in person, or remotely.

Technical Helpdesk

NG Khai Development Corpotation – November 2016 – July 2018

- Troubleshoot technical issues and provided on-site technical support
- Provided technical support for end-users and resolved escalated technical issues.
- Collaborated with cross-functional teams to identify and resolve technical problems, resulting in improved operational efficiency.
- Support L1 issues and forward to L2 or L3 if needed using helpdesk
- Resolve issues for staff via phone, in person, or remotely,

EDUCATION

Notre Dame of Kidapawan College – 2010 – 2014

Bachelor of Science in Information Technology

SKILLS

Office Suites

Ability to Work Under Pressure

Communication

Costumer Support

Technical Support

Computer Skills

Ability to Work in a Team

Costumer Service

Communication Skills

Google Workspace