****JOHN KENNETH H. PANGANIBAN

**Belen Home Site, Sto Cristo Angeles City | MOBILE # 09278736519 |** [**Kenneth\_srcp@yahoo.com**](mailto:Kenneth_srcp@yahoo.com)

**OBJECTIVE**

Make valuable long-term contributions to the company through the use of my knowledge, talents and capabilities. I am very willing and flexible to work under pressure for the benefit of the company.

**EDUCATIONAL BACKGROUND**

**Bachelor of Science in Information Technology**

Pampanga Agricultural College

Magalang, Pampanga

2004-2008

**SEMINARS, TRAINING & CERTIFICATION**

**ITIL Foundation Certificate in IT Service Management – PeopleCert & AXELOS Global**

ARASCO Company Head Quarters, Riyadh Kingdom of Saudi Arabia

February 23, 2016

***Current Technology Trends in ICT***

Rafael Lazatin Audio Visual Center at Pampanga Agricultural College

November 15, 2007

***Open Source***

Rafael Lazatin Audio Visual Center at Pampanga Agricultural College

November 15, 2005

**Open Office**

Rafael Lazatin Audio Visual Center at Pampanga Agricultural College

October 18, 2006

**EMPLOYMENT HISTORY**

**Duke Software Development Center (DSDC) - Australian/Asian/American Company**

**Technical Support Engineer | Clark Field Pampanga**

December 2016 – Present

**Position Summary:**

* Answer incoming calls from customers to answer inquiries and questions, handle complaints, troubleshoot problems and provide information.

**Key Accountabilities:**

* Provide support for the Kitchen System (Duke Visor POS System) of Burger King Restaurants, clients from New Zealand, Australia, Singapore, Indonesia, Taiwan, Thailand, Malaysia, Vietnam, Cambodia, Sri Lanka, Brunei and Hungry Jacks franchisee.
* Supporting clients and customer via Phone calls (Inbound and Outbound), Multiple Chat Application, Emails (Pidgin & Outlook), and Service Cloud Ticketing system.
* Certified System Integrator particularly in Point of Sales (POS)
* Troubleshooting issues using Linux scripts & direct ssh (PUTTY) on the affected Store.
* Resolving issues and request by remotely assisting clients via TeamViewer, Remote Desktop and VNC software.
* Conducts training for the managers and cashiers using the POS order taker screen and the proper usage of the JRMS Central Menu and RMS Back of Store Reports.
* Participates in the installation of software including maintenance of menu at the store.
* Ensure the level of technical and professional knowledge is kept constantly update.
* Installation of Redhat09, Windows, RMS/JRMS, HRMS and RMSWEB software, networking and hardware.
* Monitor, track and document all support requests using tracking system.
* Systematized the scheduling and monitoring of backup jobs; assembled, upgraded, configured, and performed troubleshooting of hardware and software components.
* Participated on improvements of Monitoring task on every end of the month.

**United Parcel Service (UPS CLARK) - American Company**

**Customer Support Representative | Clark Field Pampanga**

October 2016 – December 2016

**Position Summary:**

* Answer incoming calls from customers to answer inquiries and questions, handle complaints, troubleshoot problems and provide information.

**Key Accountabilities:**

* Provide information to customers on inbound calls concerning service procedures.
* Arrange pickups, quote rates and answer basic service questions.
* Handle customer inquiries.
* Research required information using available resources.
* Manage and resolve customer complaints.
* Provide customers with product and service information.
* Enter new customer information into system.
* Update existing customer information.
* Process orders, forms and applications.
* Identify and escalate priority issues.
* Route calls to appropriate resource.
* Follow-up customer calls where necessary.
* Document all call information according to standard operating procedures.

**Arabian Agriculture Services Company (ARASCO) - Arabian Company**

**Specialist – Technical Support | Riyadh & Dammam City, KSA**

July 2015 – July 2016

**Incident, ITS Task Tracking & IT Service Management (ITSM):**

* Handling Incidents and Service Requests assigned by the SAP Service desk.
* Creating, Updating and Monitoring Tickets using SAP Service Desk.
* Responsible for 2nd level Incidents / Problems Management Services and Tasks assign by ITSD.
* Supporting Users Access and Account request or issue via Active Directory 360 & Quest Active Directory
* Creating, resolving and escalating ticket via SAP Ticket System
* Incident Investigation and Diagnosis
* Escalation to 3rd Line Support.
* Research different products and their limitations and provide recommendations to the Senior Manager – IT Services.
* Supports Client remotely and visit customer's sites when needed and at the same time maintain a high degree of customer service for all support queries.
* Ensure all incidents and problems are acted upon conscientiously and in the framework expected according to the SLA.
* Analyze recurring incidents.
* Follow the security processes and procedures during incident management. Report any security related risks to the Security Administrator and seek necessary action.
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* Initiate appropriate RFC (Request for change) where required and follow the format change management process.
* Implement releases to production according to instructions given by Technical Support Team Leader.
* Provide appropriate End-User Training to specific systems.
* Admin and Monitoring the PC & User performance with the use of NexThink Finder.
* Admin and Monitoring the Printer performance using the Printing Solution Application.
* Investigate problems and assist on handling major incidents.
* Identify and implement solutions to problems & known errors.

**Process compliance and documentation:**

* Support and update documentation for responsible areas, ensuring compliance with internal standards.
* Responsible for completing the assigned incidents as per the standards and finalizing by affecting the incident closure in the Service management System.
* Coordinate with the Specialist - IT Purchase to gain access to Software inventory as required for installation etc.
* Any other duty related to the job from time to time as directed by the management.

**The Outsourced Accountant Inc. - Australian Company**

**Admin Officer | Administrative Support | Cloud Database Administrator | Clark Field Pampanga**

January 06, 2014 – June 20, 2015

* Maintaining Clients Confidential Files Secured.
* Monitoring the Database Application Performance and Activity.
* Sorting & Organizing Clients File.

**SourceHOV Inc. - American & Indian Company**

**IT Helpdesk & Production Control Analyst | Clark Field Pampanga**

January 07, 2010 – December 08, 2013

* Data gathering, creation of ticket, troubleshooting, testing, escalation and constant update to customer and 3rd party providers in any affected projects. Fast and accurate information and resolution should be given and a bridge call is open if there is an Emergency/Critical Issues are concern for fast resolution of the issue or request.
* Update Vendors, if there are any irregularities that can affect their project/production.
* Supporting and assisting the customers by creating ticket via Outlook email, chat messenger, phone calls and in Service Desk application. (Steps: Data Gathering, Creation of ticket, Trouble Shooting, Testing, Implementation, etc.)
* MS Outlook Setting Configuration.
* Remote Access of servers to restart Machines, Application and Processes.
* Supporting and assisting clients/customer using remote desktop tool such as VNC (Virtual Network Connection), VMware (Virtual Machine Ware), and MRemote application/software.
* Active Directory (Manager of the User account, User Access, Creation, Termination and Modification of User Accounts, Folder Access, Creation of Software and Website Account per requested access levels with a proper documentation to justify the request).
* Troubleshooting network connectivity issues including LAN, WAN and VPN.
* Monitoring of Server, Router, Switch, Workstation, Application and Volume disk space via Orion Application (such as Windows, Unix, Linux, Windows XP Workstation, Domain Controller, net snmp etc.) with a total of 500+ server’s worldwide (US, India, Philippines)
* Data Storage and MQ events monitoring using IBM Tivoli Monitoring System.
* Remote Access of servers to restart Machines, Application and Processes.
* Anti-Virus Server monitoring (US, India, Philippines) with the support of Secure Works antivirus monitoring Application System.
* Fastrieve websites Monitoring (Web Site Monitoring such as our 24x7 site monitoring system where in we monitor 177 websites regarding their status either UP or DOWN)
* Biometrics “Finger Print” (Creation, Deletion and Modification of User Account)
* Ordering Mobile phones and Laptop Air card such as Blackberry, IPhone, Wireless Air card, Sony Ericson, Nokia etc via AT&T wireless website ordering system and via phone call to AT&T agents.
* Ensure incident, escalation, and change, problem management process is being followed; keep tracked from issue creation up until case resolution.
* Accurately logs and tracks all problems or work utilizing existing problem management or project management tools (Ticketing System). Basic aptitude to analyze and problem solve within skill set.
* Works effectively and carries communication with internal/external clients to obtain basic issue information and details to identify probable root cause and solutions.

**SOURCECORP Inc. - American Company**

**Data Encoder | Clark Field Pampanga**

April 2009 - January 2010

* Encodes abstract records, documents, electronically transmitted files and other data sheets in a timely manner.
* Maintain very good speed (50 words per min.), quality and confidentiality of the data that we key.
* We also do some verification and review after the data has been encoded.

**Clark Data Center Inc. – American Company**

**Data Encoder | Clark Field Pampanga**

August 2008 - April 2009

* Encodes abstract records, documents, electronically transmitted files and other data sheets in a timely manner.
* Maintain very good speed (50 words per min.), quality and confidentiality of the data that we key.
* We also do some verification and review after the data has been encoded.

**SKILLS & ABILITIES**

* Computer Literate (MS Office, Excel, Word, Power point, Office Outlook etc.)
* Communication - Conversant and proficient in English
* Reliable – Excellent attendance record.
* Flexible – Willing to try new things and am interested in improving efficiency on assigned tasks.
* Attention to Detail – Concerned with quality. Produce work that is orderly and attractive.
* Hard-Working – Can worked long hours in strenuous activities.
* Interpersonal Skills - Able to get along well with co-workers and accept supervision.

**IT HELPDESK/TECHNICAL SUPPORT & ADMINISTRATIVE SPECIALIST SKILLS & ABILITY**

* Capable of working under pressure and meeting deadlines.
* Able to effectively manage and perform multiple tasks simultaneously and analytically.
* Possess the ability to quickly and smoothly adapt to different systems and environments.
* World Class Customer Service
* Troubleshooting & Problem Solving
* Excellent Interpersonal Skills
* Good Memory, Efficient, & Speed Typing Skill
* Remain Calm in Stressful Situation
* Good Communication Skills
* Complaint Handling & Resolution Skills
* Customer Fulfillment
* Enjoy Working with People
* Good Personal Presentation
* Enthusiastic Team Member

**PERSONAL INFORMATION**

Date of Birth : May 27, 1988

Place of Birth : City of San Fernando, Pampanga

Gender : Male

Nationality : Filipino

Religion : Roman Catholic

Civil Status : Married (Separated)

Height : 5`9’

Weight : 180 lbs.

**PROFILE WEBSITE** : <http://jkpanganiban.branded.me/>

**CHARACTER REFERENCE**

**ROY ESPINO**

Senior Manager | Global Service IT Operations Management

Macquarie Group | 09179959845

**JOANNE ESPEJO**

Data Encoder | SourceHov

09059005583

**MICHELLE GONZALES**

Accountant | Beepo Inc.

09228730606

I declare that the above facts given by me are true to the best of my knowledge and belief.

**JOHN KENNETH PANGANIBAN**