

## **ALBERT JACOB GONZALES**

IT Service Desk Analyst

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### **SUMMARY OF EXPERIENCE**

My last work position was as an IT Service Desk Analyst where we are supporting one of the world's largest utility companies focused on transmission and distribution of electricity and gas. Providing services to their onsite, remote or field employees via inbound calls, email, chat and incident tickets with inquiries such as login credentials, system applications and hardware troubleshoot.

### **TECHNICAL SKILLS**

- Knowledge in Python, Java, SQL, HTML, CSS, JavaScript, Git
- SQA Testing & SDLC
- Test Cases & Processes
- Functional Requirements
- Regression and Negative Testing
- Defect/Bug Tracking - Jira and RTC Defect Management Tool
- API Testing - SoapUI
- Backend Testing - SQL Developer
- Customer Service Skills
- Software and Hardware Troubleshooting
- Ticketing and Documentation
- Active Directory

### **RELEVANT EXPERIENCE**

#### **ATOS Information Technology Inc.**

May 2022 – October 2022

Position: IT Service Desk Analyst

Project: Gas and Electricity account (US and UK)

Duties and Responsibilities:

1. Troubleshoots through inbound calls of hardware and software problems (third party and inhouse applications) involving technical resources to ensure resolution;
2. Supports O365, Cisco AnyConnect, GlobalProtect, Zscaler issues and access request.
3. Password reset and account unlock using active directory.
4. Ticket handling of issues and requests using ServiceNow.
5. Provides occasional functional and technical guidance to less experienced staff;

**IBM Business Services, Inc.**

March 2021 – April 2022

Position: HR Contact Center Representative

Project: Healthcare account (US)

Duties and Responsibilities:

1. Receive inbound and outbound calls from employees and answer HR inquiries such as HR policies, payroll, benefits and recruitment.
2. Guiding and educating employees using HR management tool (Workday) and timekeeping tool (Kronos).
3. Document all calls with regards to the caller's inquiries accurately using ServiceNow.
4. Provide password reset and account unlock to recruitment site, Taleo.

**Accenture Inc. (Client) - Alsons/AWS Information Systems, Inc. (Employer)**

April 2019 – June 2020

Position: Software Quality Assurance Engineer

Projects: Healthcare account (Singapore), Grocery chain account (Spain)

Duties and Responsibilities:

1. Analyzing and reading
2. Test case execution.
3. Write and track bug reports using Jira/RTC.
4. Work in coordination with the development team to resolve issues and complete the project activities.
5. Providing UAT support.
6. Provide or assist in training to newly hired Software QA.

**Accenture Alternate ASE Testing Bootcamp**

April 2019 - May 2019

1. Functional and Automation Testing (Java Selenium, TestNG)
2. Java Programming
3. HP ALM

**EDUCATION**

2014-2017      AMA Computer College  
Bachelor of Science in Computer Science