

Mr. LORD ANDREW AMARGO

#204 Area – 6 Sitio Cabuyao Brgy. Sauyo
Novaliches, Quezon City.

Mobile No: 0915 159 1605

E-mail: andrewlord12345678@gmail.com

Portfolio:

http://jessonlineshop.000webhostapp.com/andrew_amargo



CAREER GOAL

To acquire a dynamic and flexible job opportunity that shall provide exposure and training to enhance my skills and develop work attitude concerning my chosen career.

EDUCATIONAL ATTAINMENT

Collegiate: Quezon City Polytechnic University

673 Quirino Hi-way San Bartolome Novaliches, Q.C.
(Bachelor of Science in Information Technology)

Date Granted: June 5, 2014 – 2018

PERSONAL INFORMATION

Nick name : Andrew
Age : 25 year old
Date of Birth : October 26, 1997
Place of Birth : Quezon City
Gender : Male
Status : Single

EDUCATIONAL SKILL

- Database Programming (XAMPP, ORACLE)
- Programming (vb.net, C#, HTML, PHP and Computer Assembly, Android Studio, Xammarin)
- Graphics Skills: Photoshop, Adobe Flash
- Technical Support and computer literature.

REFERENCES

Harvey Masadre

Sr. Technical Support
Concentrix
0977 852 9080

Shena Paulino

Team leader / Business analyst
Business Solution(Pacific Cross Inc.)
Shena_paulino@pacificcross.com.ph

Erison Dalafu

Team Leader
Advance Computer Form Inc.
Imprensa Security Printing
0955 470 0643

Ernesto Lucas

Supervisor
Concentrix
0917 320 6408

WORKING EXPERIENCE

Advanced Computer Form Inc. - Valenzuela, Quezon City. Metro Mania.

Computer Operator / August 2018 -- May 2019

- Operating OCE bulk printing machine.
- Designed the printing object gift cheque and bank cheque.
- Operating UNO bulk printing machine.
- Repair and troubleshoot printing machines.
- Generate the barcode and series of serial numbers for the cheque.

(SONY) Solid Electronic Corp. - 145 Gregorio Araneta Ave, Quezon City.

Computer System Operator / May 2019 – September 2019

- Checking and resolving the ticket request.
- Configuration by network CCTV wireless and wired.
- Deployment Server Fedora and server controller linux to satellite branches.
- Field IT and Local IT
- Deployment of IT Equipment's to different branches of PC
- Monitoring the network using a system
- Resetting old printer using linux
- Support long distance using remote and giving step by step instruction.
 - Teamviewer, anydesk, and remote desktop
- Repair Printer and hard reset and others.
- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.)
- Installation of MS office drivers etc.,
- Formatting computer units.

- Monitoring and answering the branch's concerns (email and call).

Pacific Cross Inc. - 8000 Makati Ave, Makati, 1200 Metro Manila

Data Encoder / December 2019 -- March 2020

- Encoding the files
- Designed a web of pacific cross.
- Designed two database MySQL and MSSQL for enterprise.

Transman Manpower Services. (Deployed to Concentrix Eton Site) - Cyberpod Three

Eton Centris Brgy Pinyahan Quezon Avenue, Quezon City.

IT Support / March 2020 -- June 2021

- IT Technical Support / IT Operations
- PC Troubleshooting
- PC Deployment to different accounts
- Onsite Support to OM's, TL's, Agents and Back Office support
- Phone Troubleshooting (CISCO, AVAYA, SNOM)
- Installing different software is needed onsite.
- Resolving concerns with regards to hardware and network issues
- Resetting and Enabling user account at Active Directory
- Deleting PC Hostnames at SCCM.

Concentrix Philippines - 8 th Floor Cyberpod Three North Tower, Eton Centris EDSA cor. Quezon Avenue, QC.

Technical Support I / June 2021 – Present

- Support both IOS and Windows OS platform.
- Site workstation hardening
- Attending weekly and monthly Audits
- Site Maintenance checklist
- Quarterly wireless scans all floor report for windows and weekly wireless scan for Apple IOS
- Checking the Clearance on resigned Employee
- Reimaging and installations of application requirements for remediation on our site
- Cable grooming/harnessing
- Daily monitoring and review
- Analysis on ticket report
- Meeting or Outages SLA's for Response and Resolution
- Proactively joining and assisting priority/severity issue
- Provide timely response to client.
- Follow standard SLA and project timeline.
- Implementation of UAT and real time remediation on feedbacks and results

- Project completion with disruption
- Computer upgrade for Virgin Media from 4GB to 8GB RAM
- Computer refresh to all programs from i3 processor to i5)
- Support Avalon (IOS)
- Refinement from account for audit
- Support for client visits.
- Upgrading the PC
- Ticketing Management
- Can use Active Directory
 - Checking the agent profile
 - Moving profiles
 - Deleting PC hostname
 - Unlocked the profiles.
 - Resetting and generating the temporary password.
- Support by remote using remote desktop and zoho assistance.
- can use the SCCM.
 - Create a collection.
 - Deployment of applications
 - Create a query.
 - Deleting the PC hostname
- Answering Email and teams concerns.

Recognition and Awards

Best in Capstone (Thesis)

Certificate of recognition
April 2018

Concentrix

Email Appreciation
May 2021

Concentrix

Quarter 1 Rockstar
May 2023

Pacific Cross

Certification Commendation
January 2020

Concentrix

Quarter 2 Rockstar
October 2022