

# Jericho Dumangon

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## PROFESSIONAL EXPERIENCE

**Phil-Data Business Systems (Cebu Pacific);** Pasay. Philippines (PH)

*Oct 2023 – Jan 2024*

- **Service Desk Analyst**
  - Provide frontline support to end-users by addressing their technical issues, inquiries, and service requests
  - Assist with the installation, configuration, and troubleshooting of hardware and software.
  - Maintain clear and effective communication with end-users to gather information about reported issues, provide status updates on ongoing resolutions, and offer guidance to identify areas for improvements and develop strategies to increase efficiency and effectiveness.

**Atos Information Technology Inc;** Taguig. Philippines (PH)

*Oct 2022 – Jan 2023*

- **Technical Help Desk Analyst**
  - Provide technical assistance and support to end-users via various channels, such as phone, email, or in-person.
  - Diagnose and resolve hardware, software, network, and system issues reported by end-users.
  - Escalate complex or unresolved issues to appropriate IT personnel or higher-level support teams..

**E-trade from Morgan Stanley;** Makati. Philippines (PH)

*Aug 2019 – Oct 2021*

- **Operations Analyst for Retirements and Estates**
  - Analyze, review, and document retirement plan and brokerage accounts to ensure the safety of investors' stocks, bonds, mutual funds, and ETFs to avoid potential fraud.
  - Organize legal court documents, applications, and supporting documents to execute client requests to transfer assets and funds from retirement and securities accounts or to transfer assets and funds to beneficiary accounts.
  - Identifies and resolves problems and transactions for issues involving client experience.
  - Identify areas for improvement in estates operations and develop strategies to increase efficiency and effectiveness.

## EDUCATION

**University of Perpetual Help System Dalta | Bachelor of Science in Information Technology (IT) |** Las Piñas, PH |  
June 2015 - May 2019

- Projects: Personal Portfolio (<https://ashbandam11.github.io/personal-portfolio/>)

## REFERENCES

**Jamie Dela Torre**

Marketing Specialist III

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Fluor Daniel Inc.

**Christine Anne Baque**

Operations Manager

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E-trade from Morgan Stanley