

Jericho Dumangon

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Address: Las Piñas City, Philippines

PROFESSIONAL EXPERIENCE

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.
 - Provide training and guidance to end-users on the effective use of computer systems, software, and applications.

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 Delta | Bachelor of Science in Information Technology (IT) | Las Piñas, PH |

June 2015 - May 2019

- Thesis: Automatic Plant Watering System using raspberry pi model b+
- Projects: Personal Portfolio (<https://ashbandam11.github.io/personal-portfolio/>)
Echo's Coffee (<https://ashbandam11.github.io/echos-coffee/>)

SKILLS & INTERESTS

Interests: Robotics, Programming, Fitness and Wellness, Chess, Tetris, Boxing, Wrestling, Sci-fi Movies

Languages: Native Tagalog; Fluent in English

Technical: Data Analysis, Web Development

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