

PETE VINCENT ABELLO

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Technical Support Specialist

6038 Toledo City, Cebu, Philippines



EDUCATION

CITE Technical Institute

Diploma in Computer Engineering 2017-2022

SKILLS

- Technical Troubleshooting
- Hardware and Software Support
- Operating Systems (Windows)
- SQLite Database Management
- Data Analysis
- Application Troubleshooting
- User Support and Training
- Exceptional Communication and Interpersonal Skills

CERTIFICATIONS

- On-the-Job Training (OJT) Completion, Lear Corporation, March 2020

PROFESSIONAL EXPERIENCE

Technical Support

Alliance Software inc. | January 2024 - Present

- Provided technical support to clients regarding application functionality, troubleshooting issues arising from updates, and resolving missing sales discrepancies.
- Conducted training sessions with clients on the use of our webPOS application, ensuring a smooth user experience and optimizing client satisfaction.
- Offered back-end support, including data management and system configuration, to streamline operations and enhance application performance.
- Conducted thorough testing of applications to identify and address any bugs or issues before deployment, ensuring optimal functionality for end-users.
- Travel within different parts of Cebu to client locations, offering personalized assistance and troubleshooting services to maintain optimal functionality of webPOS solutions.

IT Department

Lear Corporation | April 2019 - March 2020

- Deployed hardware to stations and managed internal client calls to resolve issues.
- Facilitated software updates and deployed new network connections to stations
- Conducted network tracing for server room management.