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# **Jeremy**

Information Technology/Casino Dealer

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## About Me

Web Advisor with 1 year of experience in tech support, and customer care. Received an average 85% customer satisfaction rating to date.

## Education

**Far Eastern University**    2012 - 2017

Bachelor of Science in Information Technology Specialized with Web and Mobile Applications

## Soft Skills

- Critical Thinking
- Positive Attitude
- Work Ethic
- Emotion Management
- Technology Savvy
- Trainable

## Hard Skills

- Data Visualization
- Data Analysis
- Troubleshooting
- Testing
- Diagnostics
- UX design
- Photoshop
- Search Engine Optimization (SEO)
- Content Creation
- Research
- Editing
- Statistics

## Work Experiences

### Web Advisor - Newfold Digital (2021 - Present)

- Assessed, analyzed and troubleshoot customer issues providing resolution to problems.
- Managing multiple cases at one time.
- Maintaining system functionality by testing computer components.
- Strong troubleshooting and analytical abilities to the FF:
  1. SSL Certificate
  2. DNS Records
  3. Domain Registration, Renewal, Pointers, Transfer, Redemption
  4. WHM and CPanel
  5. Wordpress, Website Builder, Weebly
  6. Website Down/Errors (example: 403 Error, 404 Error, 500 Error)
  7. Account Management
  8. Emails connecting to the server IMAP or POP settings, Google Workspace, Office 365
  9. File Transfer Protocol, File Management

### Casino Dealer - Resorts World Manila (2018-2021)

- Monitored players during each hand to identify possible cheating or other unscrupulous behavior.
- Opened and closed Baccarat game tables and cash floats by receiving, verifying and recording cash wages.
- Stood behind Baccarat gaming table to deal appropriate number of cards to each player, verifying all placed bets before starting game.
- Maintained fast, smooth game pace by efficiently handling chips, money and cards.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Used coordination and planning skills to achieve results according to schedule.
- Monitored all company inventory to ensure stock levels and databases were updated.

## Softwares used

- Service Now Ticketing System
- Salesforce Administrator/Lightning Experience
- Genesys
- CSFE
- vDeck control panel
- SAP (Systems Applications and Products)
- Confluence
- Wordpress
- CPanel
- Weebly
- Website Builder
- Gsuite
- Office 365
- Adobe Photoshop
- Adobe Premiere Pro

## Other Information

- Loves working out to the gym
- Loves to cook pasta/soup/Filipino dish
- Loves playing computer games

## IT Analyst - Manulife
## (2016-2017)

- Recommend controls by identifying problems; writing improved procedures.
- Monitor project progress by tracking activity; resolving problems; publishing progress reports; recommending actions.
- Prepare technical reports by collecting, analyzing and summarizing information and trends.
- Contribute to team effort by accomplishing related results as needed.
- Perform daily, weekly and monthly reviews and analyses of current processes using operational metrics and reports.
- Suggest changes to senior management using analytics to support your recommendations. Actively participate in the implementation of approved changes.

## Projects

### Creator/Administrator - Facebook Page
### (2020 - 2021)

- Created the Facebook page from scratch.
- Started with 0 to 13k followers.
- earned my followers with Organic Marketing.
- Posts daily content all about Pokemon Go, Pokemon Unite.
- Compiled videos and edited them using Adobe Premiere Pro.
- Streamed Pokemon Go content.
- Researched daily updates, compared daily content from every Pokemon Go related page to get new ideas.

### Creator/Administrator - Discord
### (2020 - 2021)

- Organized every role in the server, members up to moderator.
- Designed the priviledges of every role in the server.
- Designed the function of every channels within the server.
- Imported AI bots to help moderate the server.
- Designed the security features in the server to minimize the toxicity of the members trying to disrupt the community.
- Gives updates for daily server updates and give announcement channels for daily content in Pokemon Go.
- Created Banner Logo from Photoshop.
- Designed tutorial channels to help them navigate the server.
- Provide chat support to members that are new with Discord.