# JEFFREY FRANCISCO

**Toronto, Ontario | [iamgep@proton.me](mailto:iamgep@proton.me) | (416) 770-7808 | https://www.linkedin.com/in/gep**

Dynamic Service and Support Professional | Tech-Savvy Graduate in Computer Programming | Driving Organizational Success

## TECHNICAL AND SOFT SKILLS

- Technical Troubleshootion
- PC and Mobile Support (winOS, macOS, Android, and iOS)
- CRM, Google Suite, and Microsoft Office
- Familiarity with Project Management and Databases
- Strong Sense of Accountability and Ownership
- Analytical and Conceptual Thinking Skills
- Time Management Skills, Organizational, Planning, and Team Player
- Strong Critical Thinking, Problem Solving, and Attention to Detail

## PROFESSIONAL EXPERIENCE

**Test Center Administrator** • triOS College - Toronto, ON
September 2021 – Present
- Strategically managed testing material inventory, ensuring consistent optimal stock levels.
- Collaborated closely with suppliers for seamless procurement and efficient supply chain management.
- Implemented precision inventory tracking, reducing discrepancies, and enhancing accuracy.
- Utilized strong organizational skills for effective categorization and labeling of items.
- Ensured a secure and organized testing environment, actively monitoring candidates, and maintaining hands-on enforcement of strict security protocols, leading to a 95% compliance rate.

**Network Technical Assistant** • triOS College - Toronto, ON
March 2022 – April 2023
- Developed and standardized protocols for optimizing PC performance monitoring and reporting.
- Documented hardware incidents comprehensively, expediting repairs and troubleshooting.
- Played an integral role in the successful execution of new computer projects and hardware installations.
- Provided expert training, mentoring and support to end users, fostering technical proficiency and effective problem-solving.
- Managed end-user workstation hardware and network peripherals through meticulous hands-on maintenance.

**Application Support Analyst** • Myrl Schreibman Production – Los Angeles, California
September 2017 – June 2021
- Delivered advanced technical support for critical applications, ensuring seamless product availability, and achieving a 20% decrease in average issue resolution time.
- Collaborated seamlessly with cross-functional teams, contributing to a 25% reduction in application downtime and enhancing overall user experience.
- Managed incident and service request tickets meticulously, meeting, or exceeding SLA targets and maintaining a 99% service level adherence.
- Took a hands-on approach to train new users on the SceneLog Pro application, resulting in a 40% decrease in user-related support requests within the first quarter.

**Sabbatical** • Tokyo, Japan
July 2016 – August 2017
- Japanese Language Immersion: Achieved intermediate proficiency through intensive language studies, fostering effective cross-cultural communication and expanding global prospects.

**Technical Support Advisor III** • Apple South Asia Pte. Ltd - Singapore
February 2012 – June 2016
- Provided consistent quality mentoring, training, and hands-on onboarding for staff members.
- Resolved escalated technical issues, ensuring customer satisfaction and hands-on case ownership.
- Expertly provided second-level technical support to Apple consumers across the Asia Pacific region.
- Maintained constant contact with Site Support Engineering, identifying potential emerging product issues and fostering anticipatory solutions.

**Technical Solutions Representative IV** • Hewlett-Packard Services (Singapore) Pte. Ltd - Singapore
April 2011 – February 2012
- Expertly resolved complex technical issues, enhancing customer satisfaction and problem resolution.
- Addressed a wide range of customer queries related to features, specifications, and repairs for various products.
- Hands-on mentorship of junior employees, imparting knowledge, and support for improved performance.


**EDUCATION**
**Bachelor of Arts, Major in Foreign Service** • New Era University, Philippines
April 2003

**Associate of Applied Science: Computer Programming** • Sault College, Toronto, ON
April 2023