**JEFFREY FRANCISCO**

**Toronto, Ontario | 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 Troubleshooting
* PC and Mobile Support (winOS, macOS, Android, and iOS)
* Programming Language (Python, Java, JavaScript, and PHP)
* CRM, Google Suite, and Mobile Device Management (MDM)
* Familiarity with AWS, Project Management and Databases (SQL)
* 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.

**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