

Ivan Daniel Balona

325 Anzac Avenue, Kippa-Ring, Queensland 4021
+61 432 229 741
ivandaniel1124@gmail.com

Professional Summary

I am a qualified professional with one year experience in IT industry, requiring excellent interpersonal, customer service, problem-solving and analytical skills. Highly motivated and desire to learn new technologies and skills as required. I can quickly adapt to the role and become a valuable asset to your team.

Eligible to Work in Australia

Subclass 801 Partner visa (Permanent)

Experience

Associate Product Support Specialist

2023 - 2024

OpenText, Inc

- A technical support provided advanced troubleshooting on issues including but not limited to, missing data, software installation, initial setup, ongoing backup management and advanced technical issues.
- Work Independently and properly manage assigned cases with proactive case management best practices and close the loop on escalations to other teams.
- Managed cloud-based data protection solutions for clients, ensuring data integrity, disaster recovery, and compliance.
- Collaborated with cross-functional teams to improve Carbonite’s cloud infrastructure, increasing uptime and improving service performance.
- Developed technical documentation and troubleshooting guides to assist customers with self-service and faster resolution times.
- Knowledgeable of a variety of technologies that may include Cloud Backup, Windows, MacOS and Windows Server.
- Upskilled to Business Support.
- Resolved 20+ support tickets daily and achieved customer satisfaction rating of 98% by utilizing conflict resolution techniques to calm frustrated customer quickly and efficiently.

IT Administrator-Internship

2022

The Umonics Method

- Managed interns’ attendance to make sure that work hours are logged accurately.
- Created meeting schedule for Teacher’s Department
- Work with the popular CMS WordPress. Deep search, data mining, and SEO.
- Assist in uploading and editing content in the content management system (CRM).
- Help with managing content on websites, ensuring that educational materials, articles, tutorials, or videos are up-to-date and properly organized.
- Monitor the performance of websites and troubleshoot any issues related to user experience, access, or content delivery.

Education

Bachelor of Science in Information Technology

Polytechnic University of the Philippines
Award: Dean’s lister

2018 - 2022

Science, Technology and Mathematics

Western Bicutan National Highschool
Award: With Honor

2012 – 2018

Project

Faculty Loading and Scheduling System

Played a key role in developing and testing the integration of a faculty loading and scheduling system with university management software. The project involved ensuring that complex scheduling rules were accurately followed, considering multiple factors like department constraints, faculty preferences, and room availability.

Skills & abilities

- Strong verbal and written communication skills
- Skilled in prioritizing tasks and managing time efficiently.
- Adept at identifying issues and implementing solutions.
- Experience Handling Customer inquiries and resolving complaints.
- Quick to learn new skills and technologies
- Technical Support (Phone and email)
- HTML, CSS, and JavaScript
- Knowledgeable in C++, Python, phpMyAdmin and MySQL
- Network, Hardware and Software Troubleshooting
- Cisco Finesse
- Knowledge of IT Infrastructure (Servers, Cloud Computing)
- KPI & SLA Monitoring
- Software Installation and Configuration
- Technical Documentation and Knowledge Base Creation
- Operating Systems (Windows, macOS)
- MS Office (Word, Excel, PowerPoint, Outlook)
- Ticketing System (Salesforce)
- Remote Desktop Support (BeyondTrust, TeamViewer)
- Backup & Recovery Solutions

Additional

Driver License (Full Australian)

Reference

Available upon request