JANINE MICHELLE DE GUZMAN-POLICARPIO

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CAREER OBJECTIVE

To contribute to the success of an organization through my in-depth knowledge and skills.

SUMMARY OF QUALIFICATIONS

- Five years' experience in the Information Technology field
- Extremely organized with strong time-management skills

- Fluent in English (Speaking and Writing)
- Ability to handle multiple responsibilities

PROFESSIONAL EXPERIENCE

OUR KLOUD
SUPPORT ENGINEER | ALEXANDRIA NSW, AUSTRALIA | SEPT 2019-JULY 2021

- Diagnosing and resolving issues and problems with software, hardware, computer peripheral equipment, networks, databases, and the Internet
- Troubleshooting account setup and network configuration
- Providing support in the deployment, installation, and maintenance of systems
- Creating documentation and maintaining all case/issue history within our helpdesk ticketing system.
- Installing and configuring computer hardware, software, systems, networks, printers and scanners
- Creating accounts, emails and allocating licenses (Active Directory- to group policy level, Microsoft Exchange and O365)
- Use of Enable to remotely support external clients (MSP) in a variety of business ranging from 50-2000 users.
- Occasional face to face support to clients within their offices.
- Working to Service Levels agreements

ARCH GLOBAL SERVICES
IT SUPPORT ANALYST | QUEZON CITY, PHILIPPINES | APR 2017-DEC 2018

- Installing and configuring computer hardware operating systems and applications
- Monitoring and maintaining computer systems and networks while responding within agreed time limits to call-outs
- Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults. Replacing parts as required
- Supporting the roll-out of new applications
- Setting up new users' accounts and profiles and dealing with password issues
- Manage PC setup and deployment for new employees using standard hardware, images, and software

MANULIFE
IT HELPDESK ANALYST | QUEZON CITY, PHILIPPINES | JAN 2016-MAR2017

- Provide computer, software, and telecom technical support to Manulife Employees 24/7.
- Receive and respond to phone and email requests for technical assistance and log the issue in a Help Desk management system

- Perform user account management, system monitoring, user education and other administrative tasks
- Documents Incident with detailed break-fix steps and resolution in Remedy ticket tracking system.
- Performs installs, upgrades, and configures customer-specific hardware and software.
- Performs advanced troubleshooting to isolate and diagnose IT problems on desktop equipment and peripherals, including software and hardware.
- Provides remote and on-site troubleshooting for hardware and software support.

POWER MAC CENTER
CUSTOMER SERVICE OFFICER (MAC EXPERT) | QUEZON CITY, PHILIPPINES | APR2014-DEC2015

- Receive clients in reception and assess all kinds of Apple products and provides initial troubleshooting and updating of the OS as necessary.
- Creating repair record in database and updating clients on their unit.
- Properly facilitate screening and receiving of customer products/s that require post-sales service.
- Accurately provide feedback to over-the counter technical inquiries from walk-in customers. Properly handle/resolve customer complaints & concerns both pre-after sale transactions
- Releasing client's units and testing it for them.

EDUCATION-degree holder

WILLIAM ANGLISS INSTITUTE- SYDNEY
- CERT IV COMMERCIAL COOKERY -FEB 2021-FEB 2022

INFORMATICS INTERNATIONAL COLLEGE -DILIMAN
- BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY, MAY 2012
- ADVANCE DIPLOMA IN COMPUTER STUDIES MAJOR IN PROGRAMMING, MAY 2012

ADDITIONAL SKILLS

- Microsoft Office: Word, Excel, Access, PowerPoint
- Windows and Mac OS
- Microsoft]t Office 365
- Active Directory
- ServiceNow and ConnectWise
- IT Service Management
- Exchange management
- Terminal Services(Powershell)
- SolarWinds
- SCCM
- Languages (HTML, CSS, Javascript)
- Citrix
- VMWare
- VPN
- N-able
- VEEAM
- Windows server administration
- CUCM

REFERENCE

Maurice Iglesia
Senior Support Engineer - Our Kloud
Maurice_iglesia@outlook.com

Christine Dubal
Service Desk Lead
Cdubal@archgso.com