

ALMOND LOBATON

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#### CAREER OBJECTIVE

* To be part of a reputable company where I can enhance my skills and knowledge and further prove my abilities for the company’s success.
* To obtain a creative and challenging position that enables me to gain valuable experience and improve my skills and abilities.

**SKILLS:**

* **Hardware**: DELL Desktop, Notebooks, Printers, Peripherals, 3com switches, Linksys/Netgear/2wire/Dell WIFI Routers and Access Points,
* **Software and Applications:** MS Office Suites, Microsoft Office 97/2000/XP/2007, Microsoft Outlook, Outlook Express, Windows Mail, Roxio, Nero, Internet Explorer, Firefox, Flock, Norton System Works, Norton 360, Mcafee, AVG and Trend Micro Firewall, Remote Desktop (Go-to Assist / Dellconnect), Norton Ghost image software, Adobe Photoshop, Ticketing SW tools(Dellserv, Citrix Softphone
* **Operating Systems:**

Windows /98/Me/XP/Vista, Windows 2000 Professional, Mac Os: Leopard

* **Dell Certified Systems Expert** (DCSE) Dell Badge no: 503799
* **Experienced in call centre environment**.
* **Hands-on** **troubleshooting, maintenance, and configuration** of computer hardware and software.
* Knowledgeable in all **Windows-based Operating System**.
* **Able to multi-task** and prioritize with a sense of urgency and work in a fast paced environment within tight deadlines.
* Knowledgeable in **LAN (local area network) configurations**
* Knowledgeable in **MS Office Applications** such as Word, Excel, and PowerPoint.
* ***Entrepreneur / Owner of Vape shop and Digital printing which include photobooth, photo and video coverage.***

**JOB EXPERIENCE**:

**Senior Fraud/Investigation Specialist**

**HSBC**

**(April 12, 2010- Oct 30,2013)**

* To provide high quality service to achieve maximum customers satisfaction by validating, investigating and providing guidance to internal and external clients
* Compliance with HSBC group company policies and procedures including regulatory requirements
* Deliver excellence in customer service by work in accordance with procedures and continually check for accuracy

**AT&T Helpdesk Support Representative**

**West Contact**

**(March 30, 2009 – Jan 4, 2010)**

* Troubleshooting w/ AT&T U-verse services such as TV, routers, VOIP. Running line test with NID and process dispatch.
* Agreed volume if work is handles contributing to the achievement of unit/department /center performance target
* **Protocols:** TCP/IP v4 & V6, SMTP/POP3/IMAP, FTP, DNS, DH

**E-Telecare Global Solution**

**(October 2, 2006- February 26, 2009)**

***Job Description*: Case Manager. (July 2008 – February 2009)**

* *Tracks call-logs of the team,* Tracks customer satisfaction surveys, call monitoring & evaluating.
* *Accepts escalation from customers who are looking for managers and troubleshoots when needed.*
* As Tier3 this includes taking responsibility for team performance, managing resources and delivering administrative requirements in line with business needs. In addition, the tier3 will act as a mentor and coach to ensure the team maximizes all opportunities and leads with value based solution to identified customer needs.

**Dell Helpdesk Support Engineer (TIER3)**

* Troubleshooting with different Dell computers, providing specification and compatibility for part.
* Resolving customers issue it could be software or hardware, providing good customer experience by educating proper maintenance for Dell computers.
* Process sales renewal of warranty, purchase of one time phone support, purchase of peripherals, accessories & software programs/applications

**Marketing officer (Product Specialist)**

**Canon Marketing Philippines**

**(April 24, 2006 – September 30, 2006)**

* Contributes in the achievement of the company’s monthly sales quota.
* Sending quotations and answer email queries.
* Providing specification of cameras and printers

**Trainings and seminars**

* Lean Six sigma
* Yellow belt six sigma

## **AFFILIATION**

* Most Worshipful Grand Lodge of Free and Accepted Masons of the Philippines

## **ENTREPRENEUR**

## **Event coordinator, Digital printing includes photo and video coverage, photobooth, tarpaulin printing, T-shirt printing, lights and sound**, **catering services, face painting henna tattoo**

* VAPE shop
* Carwash and Auto Detailing shop

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