

JOHN KENNETH B. DALISAY

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SUMMARY

Dedicated IT Specialist, Web Developer, and Computer/Laptop Technician with 4 years of experience, including 3 years as a Call Center Agent and 1 year as a Team Leader. Skilled in troubleshooting hardware and software issues, network configuration, developing web solutions, and leading teams to achieve organizational goals. Eager to upskill and explore new opportunities in the IT and tech industry to further enhance expertise and contribute to innovative projects.

WORK

IT Specialist | Web Developer | Computer/Laptop Technician

EXPERIENCE

Diagnose and repair hardware and software issues for desktops, laptops, and peripherals. Develop and maintain responsive websites using HTML, CSS, JavaScript, and other relevant technologies.
Provide technical support and troubleshooting for clients, ensuring minimal downtime and optimal system performance.
Collaborate with clients to design and implement web solutions tailored to their business needs.

- Team Leader / Outsource BPO
- Supervised a team of call center agents, ensuring high performance and adherence to company policies.
 - Conducted training sessions to improve team productivity and customer service skills. Monitored and evaluated team performance, providing constructive feedback and coaching.
 - Resolved escalated customer issues, maintaining a high level of customer satisfaction.

- Call Center Agent
- Handled inbound and outbound customer calls, addressing inquiries and resolving issues promptly.
 - Maintained accurate records of customer interactions and transactions.
 - Achieved consistent performance metrics, including high customer satisfaction ratings and call resolution rates.

- EDUCATION & CERTIFICATION
- Senior High School Diploma
- ACEBA Science & Technology Institute Inc.
- Information Technology, Computer Systems, and Basic Programming

- Web Development Bootcamp KodeGo
- Designed and developed a responsive portfolio website to showcase skills and projects.
- Technologies Used: HTML, CSS, JavaScript, Reactjs, Nodejs, Mysql

- KEY SKILLS
- Office Suite software.
 - Data entry.
 - Organizational and time management skills.
 - Team Leadership & Management.
 - Problem solving.
 - Customer service.
 - Attention to details.
 - Communication & Interpersonal Skills.

- Helpdesk & IT Tools
- Anydesk
 - Team viewer
 - Chat GPT
 - Visual Studio Code(for programming)
 - Xampp
 - MS Office
 - Social Media Platforms
 - Github
 - GoDaddy
 - Powershell
 - Gitbash