

EDUCATION

BACHELOR OF SCIENCE IN NURSING @ EAC DASMA

Certificates and Character References are available upon request

* Responsible for the repair and maintenance of software and hardware.
* Provided technical support by phone and in person to the customers / users.
* Responsible for loading new software and systems on existing equipment.
* Tested systems to ensure the elimination of bugs or viruses.
* Responsible for performing troubleshooting activities prior to the implementation of new systems.
* Strong Organization, analytical and project management skills.
* Extensive experience in external and internal production.
* Can communicate processes to any sized team effectively and efficiently.
* Mentored and guided members of my team ensuring all were trained in product knowledge and capable of performing assigned duties.
* Effective communicator with leaders and team members; briefed team on program statuses and results.
* Prepared efficiency reports daily in order to monitor service level agreement.
* Developed and implemented processes to prevent areas of inefficiency
* Provided additional training to members of my team.

To use my skills and education to contribute towards developing and expanding business opportunities, with the chance to advance to a management role in future.

Augusst 2014 – Present

SENIOR PROCESS ASSOCIATE / SECONDARY BUSINESS ANALYST IT HELPDESK @ Genpact

TECHNICAL SUPPORT ANALYST

AT&T Uverse @ Convergys G5

Augusst 2012 – January 2013

TECHNICAL CONSULTANT

MICROSOFT LEGACY @ Sutherland Global Services

April 2012 – August 2012

GAME MASTER / GAME DEVELOPER

IRIS Online @ NoScrubs

January 2011 – April 2012

TECHNICAL SUPPORT REPRESENTATIVE

HEWLETT PACKARD @ Teletech

October 2009 – November 2010

MICROSOFT OFFICE

VISUAL BASIC  
MICROSOFT C++

JAVA  
ADOBE PHOTOSHOP  
ADOBE DREAMWEAVER  
ADOBE FLASH  
MySQL

PhpMyAdmin

SalesForce  
ServiceNow

SAP

Splunk

Active Directory

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CONTACT

Zen has a solid background in IT Helpdesk Operations.

He has significantly contributed in his current Organization’s continuous Improvement of processes and has also very good analytical skills required for process improvements and transformation projects.

PROFILE

WORK EXPERIENCE

SKILLS

CARREER OBJECTIVE

Undergrad - 2014

COMPUTER SOFTWARE DESIGN AND PROGRAMMING @ ACLC BACOOR

Graduated -April 2007

JAYWILZEN KIRK SOLAMILLO

COMPUTER SKILLS