

# JOHN HENRY M. ORTIZ

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Phone: +973 3458 5223

Driving License - Bahrain



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## JOB OBJECTIVE:

To obtain a career position, refining and honing interpersonal skills, to be able to contribute to the company's growth and development by utilizing my knowledge, skills accompanying growth and development as well as future advancement.

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## HIGHEST EDUCATIONAL ATTAINMENT:

**Tertiary:**           **BACHELOR OF SCIENCE IN COMPUTER ENGINEERING**  
**(2007)**               **Laguna College of Business and Arts**  
Calamba City, Laguna, Philippines  
March 2007

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## WORKING EXPERIENCES:

***AL MULLA LOGISTICS WLL***  
**Mina Salman, P.O. Box: 1644**  
**Kingdom of Bahrain**  
**August 4, 2019 – Till Present**

**Position:**           **Warehouse / Packing Supervisor**

- Supervises and coordinates activities of workers engaged in packaging products and materials for storage or shipment: Studies production order to ascertain type and quantity of product, containers to be used, and other packaging requirements.
  - Inspects products prior to packaging and returns rejected products to production departments.
  - Observes packaging operations
  - Survey prospect client's cargo for local and international shipment
  - Oversee the transportation of products from one location to another, such as from loading docks to warehouses or warehouses to stores
  - Study client or customer needs and manage inventory based on these needs
  - Reviewing inventory needs and keeping adequate stock
  - Assist on daily work operation with the superior
  - Keep a record of the shipments stored in warehouse and also for the incoming and outgoing shipments daily
  - IT support
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**BAHRAIN OFFICE SUPPLIES & SERVICES W.L.L.**  
**Villa 120, Road 2607, Block 326, Adliya, P.O. Box 5113**  
**Kingdom of Bahrain**  
**September 1, 2018 – August 1, 2019**

**Position:**            **IT Support Service / IT Sales Solution**

- Serving as the first point of contact for customers seeking technical assistance over the phone or email
  - Responding within agreed time limits to call-outs
  - Diagnosing and solving hardware or software faults
  - Installing and configuring computer hardware operating system and applications
  - Working on the task until completion
  - Printer troubleshooting and repairing.
  - Performing remote troubleshooting through diagnostic techniques and pertinent questions
  - Determining the best solution based on the issue and details provided by customers
  - Provide accurate information on IT products or services
  - Ability to diagnose and resolve basic technical issues
  - Supports sales by introducing the products and services with potential clients/customers.
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**MIRZA AL HELLI & SONS B.S.C.(c)**  
**HEAD OFFICE – IT Department**  
**Bldg 105G, Avenue 11, Block 711, Tubli**  
**Manama, Kingdom of Bahrain**  
**February 6, 2012 – August 31, 2018**

**Position:**            **IT Network Administrator / IT Support**

- Installing and configuring computer hardware operating system and applications
  - Purchasing IT equipment needed, service and supply to each department effectively
  - Monitoring and proactively maintaining computer systems and networks on all Branches
  - Replacing parts as required troubleshooting system and network problems
  - Diagnosing and solving hardware or software faults
  - Responding within agreed time limits to call-outs
  - Working on a task until completion or referral to third parties if appropriate
  - Conversation to staff through series of actions either on personal or over the telephone to help set up systems or resolve issues
  - Support the I.T. Manager for the tasks designated for all store Branches.
  - Keeping all computer supplies handy and available
  - Protects organization's value by keeping information confidential
  - Assist other members of the department when needed.
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**SKILLS**

MS Office Application  
Computer Troubleshooting and maintenance  
Printer Troubleshooting and repairing  
Hardworking/ Flexible  
Ability to work independently and in a team environment  
Knowledgeable in operating forklift  
Driving Manual / Automatic Light Vehicle

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**PERSONAL INFORMATION:**

Birth Date : June 9, 1983  
Birth Place : Calamba, Laguna, Philippines  
Sex : Male  
Nationality : Filipino  
Civil Status : Married  
Religion : Seventh Day Adventist - Christian

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**CHARACTER REFERENCES:**

**Mr. Anwar Sadath Mohamed**  
IT Manager  
Mirza Al Helli & Sons B.S.C. ©  
Email: anwar@alhelli.com  
Contact: +973 3360 4311

*I hereby certify that all information above is true and correct to the best of my knowledge and belief.*

**JOHN HENRY M. ORTIZ**

*Applicant*