



## PATRIC ALEXIS NOLLORA

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### IT Technical Support

#### Profile

- Bachelor Degree in Computer Engineering
- ITIL v3 Foundation Certified
- More than 12 years successful experience in customer service and support with recognized strength in creative problem-solving and trouble-shooting, staff support, planning, analysis, and implementation of proactive systems and procedures.
- Ability to train, motivate and supervise beginner to advance users.
- Excellent working knowledge using Windows 7,8, 10 and MAC system, Windows Server 2008/2012, AD DS, DHCP, DNS, File/Printer sharing, WLAN, LAN, TCPIP, NAS, Mobile/Smartphones, PBX Telephone System, CCTV, Modem Router & Switches.
- Working knowledge using applications such as MS Office, Adobe Photoshop & Dreamweaver.
- Working knowledge Front-End web developer in HTML5/CSS3/JavaScript/JQuery/Bootstrap, Website Hosting
- Working knowledge in Email support such as MS Exchange, IMAP/POP.

#### Recognitions

- *Best in Corporate Service Department 2011.* Republic Polytechnic, Singapore
- *Performance Excellence, 2012.* Jardine One Solution Pte Ltd, Singapore
- *Service Excellence Champ Award, Aug 2010.* Jardine One Solution Pte Ltd, Singapore
- *WOW Service Award, December 2008.* Jardine One Solution Pte Ltd, Singapore
- *Annual Performance Award, July 2008.* Jardine One Solution Pte Ltd, Singapore

#### Professional Experience

##### 1. IT Technical Support – Present (Started 2012-December).

TERNA GEK GROUP

5<sup>th</sup> Floor Kazem Tower, Umm Ghuwailina, Doha Qatar, PO Box 47310

Responsible for analyzing the needs of the company and coming up with creative solutions to enhance the existing functionality of the business standard operating procedures.

- Provide technical assistance and support for incoming queries and issues related to computer systems, software and hardware.
- Phone and remote support to all Terna employees and partners.
- Respond to email messages for Terna employees and partners who are seeking help.
- Follow up with Terna employees and partners to ensure issue has been resolved.
- Issuance, maintain detailed and up-to-date licenses and hardware/software inventory.
- Laptop / desktop Deployments and Break/Fix (Windows and Macintosh).
- Printer Break/Fix.
- Hardware/Software installs and upgrades.
- Email Account support (add new, edit and delete).
- LAN/WAN Support (Configuring and setup networking such as modem router, switches).
- Network File sharing support (NAS).
- Blackberry / iPhone / Tablet and wireless devices deployment and support.
- PBX Phone systems support/configure.
- Desktop Security and Antivirus support.

## **2. Service Delivery Team Lead – 5 years** *(From 2007-Aug to 2012-Oct).*

Jardine One Solution Pte Ltd Singapore - Republic Polytechnic  
Singapore

Responsible for the reconciliation of conflicts from multiple sources, internal and external clients, with the ultimate aim of enhancing business process, efficiency and productivity.

- Leads and motivates a customer-focused team that encompasses the Service Desk and Desktop Support functions of Technology Support Services to provide front-level support to Republic Polytechnic faculty, staff, and students.
- Performs team management activities including recruiting, onboarding, and training, evaluating, managing, and developing assigned staff and student employees.
- Stresses that effective customer service and IT service management are the cornerstones of a professional work environment and ensures this is internalized by staff.
- Promotes a team environment oriented to collaborative communication and innovative thinking.
- Develops and monitors team and individual performance metrics to ensure that OLA and SLA targets are consistently met.
- Effectively measures user satisfaction with IT services, and works within the RP IT community to improve services and satisfaction over time.
- Provides service delivery performance reports to IT management as scheduled or requested.
- Facilitates ongoing client service delivery review meetings to assess SLA performance, actual and perceived service quality, and service improvement opportunities.
- Advises departments about technology and the appropriate deployment of RP IT services offerings.
- Participates in researching end-user device technologies that meet customer experience needs, including demonstrations of such technology.
- Analyzes customer service feedback surveys and coordinates service improvement initiatives accordingly.
- Represents Technology Support Services dept. at customer meetings, internal IT meetings, and meetings with distributed IT unit personnel.
- Works to continuously improve the RP IT brand and service value to the RP community at large.
- Consults with RP schools and departments on appropriate new services that enhance delivery of support while recommending achievable goals and resource requirements.
- Promotes team environment of open communication and information sharing.

## **3. Data Mining Architect – 6 months** *(From 2007 January to 2007 July).*

Optimum Solution - Citibank NA Singapore

Responsible for analyzing company's options for potential IT solutions and assessing them for suitability with the company's standard and procedures.

- Assist all software and hardware requests in ITO Singapore department.
- Check all necessary availability for the software and hardware to be use from ITO department.
- Prepare purchase order for supervisor approval.
- Procure computer software and hardware such as desktops, laptops, monitors and other computer accessories.
- Assist in developing budget requests and justification.
- Verify deliveries and invoices against purchase orders.
- Meet with requestors to ensure full understanding of the requirements of propose purchases.
- Maintain purchasing records for each assign budget object cost code.

#### 4. IT Technical Support – 8 months *(From 2006 April to 2006 December)*

Advance Microsystem Corporation – SM (ShoeMart) Philippines

Responsible for analyzing the business existing IT system and drawing up proposals to replace, modify, improve and maintenance of the system.

- Troubleshoot problems with computer systems, network and peripheral equipment such as printers, LAN cards and video cards, making repairs and corrections where required.
- Act as a technical resource in assisting users to resolve problems with equipment and centralized help desk in facilitating exchange of information and advice.
- Implement solutions and notify outsource providers as required.
- Provide system configuration software and hardware setup.

#### 5. Software System Test – 8 months *(From 2005 August to 2006 March)*

NOZOMI Fortune Services Incorporated - Lexmark Research & Development Corporation Philippines

Responsible for analyzing and testing the company hardware and software products to ensure the highest quality standard is achieved and delivered. Submit reports and analysis on results and draw up proposal for improvements.

- Conduct testing to any hardware and software in order to qualify for the Windows Logo Program.
- Establish implement, and manage the quality standard for the data process and procedure in the project. Produce project deliverables on time
- Work under pressure.
- Ensures that all potential problems of the hardware and software will be corrected as far as the Windows Hardware Quality Laboratory (WHQL) Test Kit is concerned before going into the final certification.
- Obtain Catalog Files and Test Logs in compliance with the standard setup for Windows Hardware Quality Laboratory Test Kit.
- Ensures a copy of the individual Test Logs are saved and all printed output.

### Professional Qualifications

#### **Bachelor Degree in Computer Engineering** *(From 1999 to 2005)*

Saint Joseph Institute of Technology — Butuan City, Agusan del Norte, Philippines.

### Certifications and Seminars Attended

- ITIL v3 Foundation Certified, 15-17 Aug 2011  
New Horizons Computer Learning Centre, Inc. Singapore
- ESS-Communication & Relationship Management (Operations), 16, 23 Oct 2010  
Singapore National Employers Federation (SNEF), Singapore
- Web Design with Dreamweaver, 14, 21 & 28 April 2010  
First Media Professional Learning Centre, Singapore
- Poster Design with Photoshop, 6,13&20 Apr 2010  
First Media Professional Learning Centre, Singapore
- WSQ Service Excellence: Deliver Service Excellence, 14&21 Nov 2009  
Singapore National Employers Federation (SNEF), Singapore
- Microsoft Certified Application Specialist - Office Excel 2007, 28-30 Sept 2009  
Avantus Training Pte Ltd Singapore

### Professional References:

#### 1. Robert Lepon

General Manager

Saleh Al Hamad Al Mana Co. Qatar

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#### 2. Yow Hon Kong

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