**PAYABYAB, Ryan Simon Chua**

Address: 188 Morningside DR Daly City, CA 94015

Mobile: +6509188159

E-mail: [ryanp582@yahoo.com.ph](mailto:ryanp582@yahoo.com.ph) , [v-2rypay@hotmail.com](mailto:v-2rypay@hotmail.com)

**CAREER OBJECTIVE**

Seeking a career with a global institution that offers excellent opportunities for career growth and development.

**PROFESSIONAL EXPERIENCE**

**CloudFactory.co**

**Dynamics Sales Specialist**

Implementation, Integration, Roll out of various Microsoft CRM **365 Specialist**

June 1 2021 – July 6 2021

* solution (Dynamics 365 Solution).
* Helping customer find a Microsoft Solution for their needs.

Maintaining account, Admin Role, Helping and Troubleshooting customer concern.

**Concentrix**

**Senior Project advisor / CRM Solution expert**

December 15 2017 – May 31 2021

* Administer set up and account maintenance for Dynamics 365 and Azure Cloud technology.
* Set up security policies for Azure threat protection, conditional access for Office 365 users.
* Create data back-up for Azure cloud retention and Office 365 data loss.
* Azure set up protection for SSO SSO (Single sign on) and 2 form authentications.
* Data migration from on premise server to the cloud solution.
* Advise customers the best Microsoft solution for their business needs.

Microsoft Solution: Dynamics CRM, NAV, O365 Bus subscription, O365 Enterprise, M365 Plans, Azure, and many more.

* Provide features and benefits Microsoft Solution.
* Help customer in purchasing Microsoft product also provide quotes for purchasing.
* Create a qualified lead to have our Account manager or Microsoft trusted advisor to work on.
* Trial assistance for Microsoft Product.

**Awards and Recognition**

* Consistent Top project advisor for March, April and May 2018 for Office 365.
* Highest revenue generator month by month for Dynamics for FY 2019-2020.
* Awarded rock star status for being top advocate for Dynamics for July, August and September 2019.

**Convergys Service Philippines Corporation**

**Technician / Sales Representative**

April 2013 - December 22, 2017

* Account admin for Office 365 business and Enterprise for 10,000 and above users.
* Migration from on premise to cloud service i.e Office
* Set security protocols for user access e.g. Sharepoint , account.
* Microsoft account Set up SSO (Single sign on) and 2 form authentications.
* Microsoft Office for Windows and Mac OS Troubleshooting

Installation, Manual Rip, Activation, Updating Product and Set up

Fixing Issue that has anything that is related with their Microsoft Office

* Microsoft Word: Document Retrieval
* Microsoft Outlook: Set up, Unable to send and Receive
* Microsoft PowerPoint: PowerPoint Presentation

Sells - Warranty Support for troubleshooting and Assure

Assure: 1year Warranty Support Windows or Microsoft Office, Virus Protection and PC Tune up

**Awards and Recognition**

* Consistent top seller for Consumer Technical Support Americas

**Dell International Services Philippines Inc.**

***Customer Care Senior Assistant* - US and Canadian Account**

September 2009 – October 2012

US SMB Level 1 September 2008 to February 2009

* Order Status – Expedite Request, Back Log, Change of Shipping Address, Order Cancel.

US SMB Level 2 February 2009 to September 2011

* Tax Issues- Tax Exemption, Tax Refund, Tax Holiday
* Claims- Order Refund, Order Exchange, Missing Order
* Concession- Coupon, Discount and Partial Refund

September 2011 to January 2012 move to Canadian voice Level 2 Account

January 2012 to October 2012 move to Back office support for the Canadian Account.

**Awards and Recognition**

* Dell Elite Awardee for February 2011.

**APAC Customer Service Phil., Inc**

***Customer Service Agent* - Medical Insurances**

August 2008 up to August 2009

Level 1 August 2008 to Feb 2009

* Verification of Medical Benefits
* Giving Authorization Status

Level 2 Feb 2009 to Aug 2009

* Checking Claim Status Helping Provider to get there claim paid.

**People Support**

***Customer Service Agent* *- Banking and Finance account***

June 2007 up to the July 2008

* Fraud Management
* Online Banking Assistance
* Fixing their Telephone Access code.
* Filing dispute regarding unauthorized transaction and fraud.
* Assisting customer about Debit Master Card.

**East West Bank - Antipolo Branch**

Internship - Marketing Assistant

April 2006

* Assisted the Marketing who was conducting a presentation on companies in the area.
* Handled incoming telephone calls to the Branch Manager from other companies.
* Organized and maintained the Bank filing system.
* Launch a Client Call drive.
* Solves users PC problems including sorting out spreadsheets, explaining how to use complex features in word-processing packages

**Certification**

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| --- |
| Microsoft Certification ID: 991443248 - Microsoft Dynamics 365 Fundamentals |

**TRAINING**

Fundamentals of Dynamics 365 MB 901 (Freecourseweb.com)

* In depth training and tutorial of Dynamics 365 product and features.

Green Belt Six Sigma - (Udemy)

* Process improvement, root cause analysis, project improvement process.

Microsoft Azure Administrator AZ 103 (Freecourse.com)

* Responsible for implementing, monitoring, and maintaining Microsoft Azure solutions, including major services related to compute, storage, network, and security.

Microsoft Azure Cloud – Beginner Bootcamp (Udemy)

* Extensive training for Azure platform environment. The most comprehensive Microsoft Azure training course.

Microsoft Office 365 Administration Basics (Udemy)

* Training for Microsoft Office 365 Administrator functions for the Microsoft 365 environment.

Microsoft Cloud Fundamentals -Administering Office 365 and Intune

* Microsoft 365 and Intune admin functions, deployment and admin role.

Office 365 for Administrators – Troubleshooting issues of users

* Training for common issue in Microsoft Office users e.g. file corruption, unable to load application, etc.

Microsoft Teams and Office 365 Administration (Updated 7 - 2020)

* Up to date training for troubleshooting complex issue for Office 365 system environment.

**EDUCATIONAL BACKGROUND**  
  
***Tertiary***

Bachelor of Science Business Administration Major Philippine School of Business Administration, Quezon City 2007

***Secondary***

San Sebastian College Recolletos 1995-1999  
  
***Primary***

Chang Kai Shek College 1988-1995  
  
**CHARACTER REFERENCE**  
Available upon request