Summary

Proven IT Analyst with Extensive experience in ServiceNow ticket system, Active Directory, modifying registry keys, Troubleshooting, deploying software through SCCM, Excel in Creating, Updating, Maintaining, Troubleshooting, Monitoring the software and hardware issues and providing support for VPN and RSA.

Work Experience

September 2022 – April 2023

FIS Global Solutions – IT Helpdesk Support

|  |  |
| --- | --- |
| * Responsible for level 2/level 3 support. * Responded to calls from customers around PH based resources * Responsible for Asset Management. * Answered user inquiries via phone/email or MS teams regarding computer software or hardware. * Worked on ghost imaging system/MDT and deployed images to 200+ computers/laptops. * Provided help desk support for local on-sight and off-site users and as the required/expected customer support. * Worked with ServiceNow ticket system. * Identify, isolate, and re-distribute tickets accordingly. * Observed system to verify correct operations and detect errors, providing customer service to end-users. * Dealt with Missions critical calls. Deployed software through SCCM * Provided 15 days training for newly hired help desk. |  |

Freelance Computer Technician (2019-2020)

* hardware troubleshooting, software installation, virus removal, data recovery, customer communication, and time management.
* Successfully repaired and optimized over 29 computers/laptops, resulting in improved performance and customer satisfaction.

Pre-professional Experience

**Student-Teacher as Intern in IT Department**

(January 2019 - April 2019)

* Taught Basic fundamentals of Java to intermediate level

Education

Bachelor of Science: **Information Technology** - 2020

**STI COLLEGE**, ZAMBOANGA

MALLORCA,

ROBERTO JR. CALAPRE



Contact

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Languages

English

Filipino

Expertise

* Active Directory
* Windows Server
* Office 365
* Software Installation
* HTML/CSS
* Java/JavaScript
* VBA/Visual Basic

Character Reference

**Accenture FIS Global Solutions**

*Software Engineer Technical Support Representative I*

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