

PROFILE

Nearly two decades of work experience in the field of customer/IT support service. Added the enhanced people management and development skills that will benefit the target organization. Willing to learn new things to accomplish distinction.

CONTACT DETAILS

Phone:

+639664450359

Email:

g.buenaobra@gmail.com

Linkedin:

www.linkedin.com/in/buenaobra

HOBBIES

Surfing | Boxing | Playing Ukulele RPG games | Computer Lab

SKILLS

- Experience with Active
 Directory Administration
 (Creation of user's account,
 termination, access privilege,
 secure groups, password reset
 and more)
- Experience with SAP
- Ability to configure and troubleshoot network and local printers
- Experience with various modern desktop and operating systems
- Experience and exposure to exchange, terminal servers, anti-virus solutions, backup solutions (Datto Cloud, RAID)
- Strong foundation in PC hardware and software troubleshooting

GERALD CRUZ BUENAOBRA

TECHNICAL SUPPORT | IT SERVICE DESK SPECIALIST | NETWORK SECURITY | QUALITY ASSURANCE | TRAINER | IT HELPDESK ASSITANT LEAD

EDUCATION

CAP College Foundation

BSBA Major in Management

STI College

Diploma in Computer and Electronics Technology

AMA University

Network Security

WORK EXPERIENCE

Premier BPO (MSP/US Account) IT Helpdesk

April 2020 - July 2020

Performed initial to advance troubleshooting steps on IT-related issues. Account creation and termination for Active Directory and O365.

Logged and performed ticket escalation to a higher tier.

Managed several applications, examples are QuickBooks and Sage.

Administered SharePoint, Distribution List, and Mailbox access.

Performed initial computer set up and installed necessary applications. Helped clients with their technical issues raised via email through ConnectWise.

Performed basic troubleshooting on the computer and other primary application issues encountered by the end-user.

Managed shared drive access.

Monitored servers and back up services.

Sourcefit (New Zealand/Australian Account) IT Helpdesk Lead September 2016 – November 2019

September 2016 – November 2017

Staff supervision and management.

Quality assurance of helpdesk.

Managed helpdesk tickets and ensured tickets are being resolved by the SLAs.

Ensured staff are trained in standard helpdesk procedures and products (training).

Primary escalation point for situations requiring urgent attention.

Tracked problems and documented resolutions.

Prepared management reports and meetings.

Assisted co lead in spearheading projects and system launches. In charge of the upselling.

Involvement in job recruitment/hiring process.

Created helpdesk schedules and payroll.

Concentrix (Irish Account) Care Specialist/Quality Assurance

December 2015 - September 2016

Drafted quality assurance and procedures.

Developed and recommended corrective action plans based on audit findings.

Addressed customer concerns via inbound and outbound calls (phone time

- Exceptional customer service skills because of the McDonalds and BPO experiences
- Office 365 Administration (user/mailbox creation, group management)
- Exchange server
 Administration (user/mailbox creation, group management)
- Experience in MS server 2012 and 2016
- Strong Microsoft Office skills
- Experience with modem router set up, configuration, and wireless networks
- Process Improvement / Knowledge base
- Training/Facilitation/Coaching
- Quality Control/ Ticket and call analysis
- Project Management
- Complaint Management
- Customer Service
- Conflict Resolution

TECHNICAL TOOLS

- ConnectWise
- ServiceNow
- lira
- Autotask
- Remedy/ARS
- Atera
- Uniflow for printers
- Azure
- IOR director/Citrix
- Aternity management tool
- The Dude monitoring tool
- Log me in Rescue technician
- Config Manager remote access
- TeamViewer, Anydesk, RDP, WebEx Teams, Zoom, Splashtop, and Slack
- Datto Backup
- Cisco AnyConnect VPN
- Barracuda VPN
- SonicWALL
- Security Software
- Wireshark
- CyberArk
- Teo,3CX, Zoiper, Cisco VoIP,8x8

Acquire Asia (Australian Account) Technical Support Professional June 2015 - November 2015

Addressed customer concerns via email, inbound, and outbound calls. Resolved cases through investigation and timely follow-ups (escalation).

Supported internet issues, billing, energy gas, PBXs, and VOIPs.

Transcom Worldwide (UK Account) Fault Manager (Tier 2) July 2008 - April 2015

Addressed customer's complaint via inbound and outbound calls. Liaison for clients who have reported complex issues (escalations / TIER2).

Responsible for ensuring quality technical support provided by level 1. Responsible for ensuring that all incidents reported were categorized and handled correctly.

McDonalds Doha Qatar Local Store Marketer

September 2006 - September 2007

Responsible for the distribution of marketing materials (local only). Responsible for communication, especially with the target customer and customer relations.

Analyzed and shared insights to improve marketing plans and strategies.

Monitored other stores/competitor's activity.

Cyberdan Internet Café Technical Support

November 2001 - July 2006

We have introduced the internet business into a variety of ways, such as LAN games, search engines for students, and communications. Kept the computer safe, managed the system and performed scheduled maintenance.

TRAININGS AND CERTIFICATIONS

Six Sigma Yellow Belt | Fewer and Better Contacts | Customer (LIFE)
Journey | Modern Business Writing | Complaints Management |
Conflict Resolution Behavior | Goal Setting | Coaching in the Zone |
ITIL Foundation | Sourcefit Leadership | Emotional Intelligence | How
to speak to anyone and be fearless | VMware | Active Directory &
Policy Lab | What is DevOps Course | CompTIA Security+ (Exam SYO501) | Troubleshooting Your Network with Wireshark | Wireless
Networking | Open-Source Software | Network Troubleshooting |
Windows 7 Networking and Security | Practical Cybersecurity |
Cybersecurity with Cloud Computing | Datto Cloud Back up |
CompTIA A+220-902 | Global Anti-Corruption | CIS Security Awareness