



ERWIN M. CRUZ

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Skills:

- Flexible enough to meet the needs of individual learners and businesses
- Ability to process high volume of work and support accurately and for extended periods.
- Ability to pay close attention to detail with a high degree of accuracy.
- Ability to perform routine, repetitive tasks accurately.
- Ability to work as part of the team and with own initiative
- Experience working in a computerized office environment with word processing, database and spreadsheet skills sufficient to prepare correspondence, reports, forms with speed and accuracy, including the willingness to learn and use new computer programs/applications
- Well experienced in providing customer support
- Contribute to a positive work environment and promote teamwork through activities sponsored by the Company
- Can work with minimal supervision
- Engage in implementing innovations for the team
- Proficient in speaking and writing English language
- Knowledgeable in Microsoft Office Active directory, Ticket handling (request, and incident tickets), etc.

Work Experience:

Aswig Solutions/ AS White

Service desk Specialist

September 2014 – November 2020

Roles and Responsibilities:

- Incident management (Identify and manage escalations effectively)
- Queue manager (Manage/distribute tickets to the team)
- The Service Desk Analyst will provide exceptional technical support and will be interacting with a diverse group located across the globe. Our Service Desk is not an ordinary help desk. The Service Desk is empowered to resolve all issues from minor L1 through challenging L3 issues.
- Handling day to day helpdesk support issues
- Hardware & Software Installations/Configuration (Desktop & Server Level)
- Account creation & deactivation
- Patch Management deployment - Software Package installations via Automox
- Providing support on Windows and Mac computers
- Document and publish documentation in our internal Wiki (Confluence)
- Administration on Office365 accounts
- Administration on Confluence and Jira accounts
- Incident management (Identify and manage escalations effectively)
- Proficient in using Active Directory
- Knowledge in using Office365 applications, admin portal
- Asset Management
- Involvement in assisting and supporting projects (Ensures project issues, risks and conflicts are addressed)
- Configuring of phones via PaBX (Primus) - provisioning of voicemail, creation of extensions, hunt and pick groups, call forwarding.
- Sophos and Falcon Crowdstrike Antivirus troubleshooting and management
- Timely and of high quality response to support requests
- Collaborate with colleagues to achieve superior customer service
- Participate in team on-call rotation
- Develop skills to become progressively proficient within areas of responsibility
- Usage of Appcenter
- Provide an accurate record of each call in an incident management tracking tool

UnitedHealth Group/ Optum Global

Assoc Technical Support Analyst II/ Service Desk Analyst

November 2012 - June 2014

Roles and Responsibilities:

- Tier Coach - responsible for the reinforcement of proper call handling. Provides policies and procedure updates, and best practices. Focuses on individual performance and productivity enhancement for motivation. Mentors and provides guidance to the team.
- Configure and troubleshoot mobile email applications (GOOD).
- Proficient in using Active Directory
- Troubleshoot and configure IBM applications Troubleshoot issues with Telnet applications
- Troubleshoot corporate applications with the use of a Knowledge Base and assigned issues to the appropriate support group as needed
- Follow all escalation procedures according to service level agreement
- Use remote control tool to assist end user when needed
- Troubleshoot Citrix issues
- Provides an accurate record of each call/chat in ITSM/HPSM
- Proficiency in Microsoft office products, Windows, Outlook, remote control tools, VPN, Networking and other software that is licensed to use by the company.
- Diagnosis of issue severity and proper troubleshooting of incidents.

Stefanini

IT Service Desk Analyst/ Shift Lead

September 2011 - November 2012

Roles and Responsibilities:

- Shift lead and queue manager
- 2nd level of support of help desk team
- Configures applications
- Dell and HP (Desktops/Laptops) - Hardware and Software Troubleshooting
- Usage of ITSM (Remedy)
- Creation of accounts and provision of access in Active Directory, and in house applications
- Proficient in using Active Directory
- Installation and uninstallation of applications.
- Troubleshooting corporate applications with the use of a Knowledge Base and assign issues to the appropriate support group as needed
- Follow all escalation procedures according to service level agreement if needed.
- Assisting end users via remote connection
- Provide an accurate record of each call in an incident management tracking tool
- Proficiency in Microsoft office products, Windows, Outlook, remote control tools, VPN, Networking etc.

- Provide an accurate record of each call in an incident management tracking tool
- Provision of superior service-oriented desktop support.

West Contact Solutions**Technical Support Representative (Tier II)**

December 2010 - May 2011

Roles and Responsibilities:

- Troubleshooting bundled services for cable internet, cable TV, and telephone.
- Creating a ticket for dispatch if needed.
- Frontline support for any bundled services for cable internet, cable TV, and telephone issues.

EDUCATIONAL BACKGROUND :

TERTIARY - CENTRO ESCOLAR UNIVERSITY

Chino Roces Avenue., Makati City

Bachelor of Science in Nursing

SY 2005-2010

SECONDARY - DON BOSCO TECHNICAL INSTITUTE

Chino Roces Avenue., Brgy San Lorenzo, Makati City

SY 2001-2005