

JAN ARCHON SISON BELINO

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Based in Riyadh | Open to Relocation: Kuwait

CAREER OBJECTIVE: IT Technical Support Engineer with 6+ years of experience in Saudi Arabia covering help desk, hardware and software support, and audio-visual system installation for enterprise clients. Currently employed in Riyadh and open to relocating to Kuwait for the right opportunity.

WORK EXPERIENCE

COMPANY: TEAN TECHNOLOGIES COMPANY
ADDRESS: Al Urubah Road, Al Wuroud District, Riyadh City, Saudi Arabia
POSITION: IT Technical Support Engineer
DEPARTMENT: Information Technology / Hardware / Software / AV
DATE: September 16, 2024 – Present
CATEGORY OF JOB: Overseas Filipino Worker (OFW)
DUTIES AND RESPONSIBILITIES:

- Ensuring to meet the client's satisfactory in working with their various projects under Audio Visual.
- Installation of the hardware used in conference meeting rooms, board meeting rooms and etcetera such as Conference mics and camera, LED Displays, Network Controller Systems and others.
- Provide support and assistance to the client's needs in accordance to their required IT Projects.
- Installation of online system that uses marketing and strategical outputs of the client such as MagicInfo and AppSpace.

COMPANY: SAKHRATAIN INFORMATION TECHNOLOGY INC. (SGC PERFECTECH)
ADDRESS: Abi Bakr As Siddiq Branch Rd, At Taawun Dist. Riyadh, Kingdom of Saudi Arabia
POSITION: IT Technical Support Engineer
DEPARTMENT: Information Technology / Hardware / Software
DATE: January 24, 2020 – August 8, 2024
CATEGORY OF JOB: Overseas Filipino Worker (OFW)
DUTIES AND RESPONSIBILITIES:

- Support client in terms of Information Technology trends.
- Making sure to meet expectation of the client's satisfaction for their project system and request support IT jobs.
- Handling and subject to end deal various issue of hardware and software.
- Monitors IT RMA.
- Follow up and deal client's open case / ticket.

OTHERS TASKS:

- AV System Installation
- Help Desk / Technical Support
- Support and Maintenance of client's Conference Meeting Room.

FINISHED PROJECT:

- ADVANCE ELECTRONICS COMPANY LIMITED (AECL)
  - Installation of Conference Devices for the Board Meeting Room (Televic D-Cerno, Conference Microphone, Televic T-Cam Automatic Video Tracking Camera, Island Samsung TV Screen, Projector, Server Room: Crestron Server Solution, Polycom Video Conferencing Solution)

- SAUDI INVESTMENT DEVELOPMENT FUND (SIDF)
    - Help Desk / Technical Support
    - Serves as the first contact with the users who need technical assistance via phone or email
    - Operate IT Production services according to Service Desk / Help Desk management control protocols and Service Level Agreements (SLAs)
    - L1 Level support in the IT Service Desk / Help Desk Infrastructure.
    - Provide operational support, ensuring productions systems and devices are online and available.
    - Installation of operational Audio-Visual and technical aide to all Conference Room with the supporting device such as Atlona, Sennheiser, Crestron Controller System, Black Magic Design, Polycom, Logitech Conference Camera and other Audio-Visual Conferencing Equipment.

- MAWHIBA
  - Support Internal and General IT Infrastructure in migrating old system devices to new system devices with approximately 1400 devices migration.
  - Conduct daily basis analysis of technical support for Internal IT Team during the whole project.

COMPANY: LinkPro Business Solutions
ADDRESS: #73 Brgy. San Vicente Central, Urdaneta City, Pangasinan
POSITION: Non-Voice Agent
DEPARTMENT: Customer Service / Sales and Marketing / Telemarketing
DATE: January 16, 2019 – October 30, 2019
CATEGORY OF JOB: Business Processing Outsourcing
DUTIES AND RESPONSIBILITIES:

- Provide assistance to the client's objectives.
- Filters the different categories of customer according to their dispositions if they are qualified to take the next step of the process.
- Answers the concerns and inquiries of the customers with the provided open source web application spiel.
- To transfer a qualified customer to another line for live client evaluation.

COMPANY: Hawwa World Kitchen and Factory
ADDRESS: Baqlaf, Aziziyah, Al khobar, Dammam City, Kingdom of Saudi Arabia
POSITION: Information Technology Specialist
DEPARTMENT: Administration Office
DATE: April 10, 2016 – June 30, 2018
CATEGORY OF JOB: Overseas Filipino Worker (OFW)
DUTIES AND RESPONSIBILITIES:

- Developing internal web development site that is constructed in PHP Language and JavaScript with the help of other developer.
- Responsible for making internal software to provide assistance to other departments like sales department.
- Developing web application and establish quality website for the company, monitor and fix website.
- Responsible for Computer Maintenance of all departments.
- Attending to the department problem and able to fix the computer technical problem issue.
- Making sure that all the computers are working well, secured and updated.
- Secure stable connection of network from Server to Workstations and Workstations to Workstations.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

JOB: Human Resource Assistant

- Assisting the Head Human Resource to update the employee and workers file
- Assisting new employees and workers for internal company orientations.
- Updating every day timesheet/attendance of every employees and workers. Making sure that the attendance of every employee and workers of the company are updated based on the report given by supervisors of different departments.
- Creating Salary Sheets of every employee and workers every 21st of the month and submitting it to the Head Human Resource Department.

JOB: Accounting Data Controller / Technical Designer Data Controller

- Receiving invoices forwarded by the Accounting department.
- Checking every item in the invoices if it is correct based on the Pricelist Application and based on the design page.
- Making sure to get the actual balance of the invoice and record to a file.
- Submitting all the finished and checked invoices to the Production Department.

COMPANY: iTech Computer Academy Inc.
ADDRESS: #80 Rizal Ave. Malasiqui, Pangasinan, Philippines
POSITION: Junior Programmer Instructor
DEPARTMENT: Faculty
DATE: June 2014 – April 2015
DUTIES AND RESPONSIBILITIES:

- Responsible for providing instruction on a wide range of computer science courses, including an introductory survey course, Programming, Web Programming (Javascript, PHP, MySQL), Java, Visual Basic 6, VB.net, C Languages (C# and C++) and/or college-level computer science courses.
- Instruct students on how computers work, including the basic science and mathematics behind their operation and the hardware and the software built on those foundations.
- Teach how to write computer programs, algorithms and programming languages.
- Integrate competencies, goals, and objectives into lesson plans.
- Create projects designed to enhance lectures
- Tutor students on an individual basis.

COMPANY: Strings Computers & Technologies
ADDRESS: Perez Boulevard Corner Galvan Street, Dagupan City, Pangasinan
POSITION: IT Technical Support
DEPARTMENT: Software Management Department
DATE: December 17, 2011 – September 21, 2012
DUTIES AND RESPONSIBILITIES:

- Installing and configuring computer hardware, operating systems and application, monitoring and maintaining computer systems and networks.
- Talking staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues.
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults, replacing parts as required.
- Providing support, including procedural documentation and relevant reports, following diagrams and written instructions to repair a fault or set up a system.
- Supporting the roll-out of new applications, setting up new users' accounts and profiles and dealing with password issues.
- Responding within agreed time limits to call-outs, working continuously on a task until completion (or referral to third parties, if appropriate).
- Prioritizing and managing many open cases at one time, rapidly establishing good working relationship with customers and other professionals, e.g., software developers, testing and evaluating new technology, conducting electrical safety checks on computer equipment.

COMPANY: Magic Group of Companies
ADDRESS: Rizal Avenue, Poblacion, Malasiqui, Pangasinan
POSITION: Technical Support Staff
DEPARTMENT: Management Information System Department (MIS)
DATE: March 16, 2011 – November 30, 2011
DUTIES AND RESPONSIBILITIES:

- Mandating two people to gather data from inventory of both department store and supermarket and finalizing it by doing monthly and monitoring report.
- Fixing computer casualties, system bugs and errors, patching variances issues and doing daily and month sales report for department store and supermarket.
- Monitoring of delivery in and out of the stocks inside the store through checking in the delivery receipts forwarded by the checker from our department.
- Monitoring issues in the companies owned software application.

COMPANY: Magic Group of Companies
ADDRESS: Rizal Avenue, Poblacion, Malasiqui, Pangasinan
POSITION: Inventory Controller Staff
DEPARTMENT: Management Information System Department (MIS)
DATE: November 26, 2009 – March 15, 2011
DUTIES AND RESPONSIBILITIES:

- Responsible for monthly and daily sales report for department store only.
- Receiving ingoing and outgoing delivery receipt and inventory sheets.
- Enlisting inventory sheets to the database provided by the company's software application.
- Providing hard and softcopy of inventory of every item per department.
- Monitors all discrepancies and procedural documents.

CERTIFICATES AND ACHIEVEMENT

ACHIEVEMENTS: **TESDA NATIONAL CERTIFICATE II**
COMPUTER HARDWARE SERVICING II
Certificate No. 15010402002143

CERTIFICATES: **PIXEL HUB NEW MEDIA**
Website Design and Development using PHP and MySQL

VISTA CENTER FOR PROFESSIONAL DEVELOPMENT
Power Sales Workshops

PROJECTS, SEMINAR, WORKSHOPS AND TRAINING ATTENDED

PROJECT: **SAUDI INVESTMENT DEVELOPMENT FUND (SIDF)**
Help Desk / Technical Support Engineer
305 Building, Al Aqeeq District, 6483, King Abdullah Financial District
Riyadh City, Kingdom of Saudi Arabia
January 2021 – July 2021 / January 2022 – September 2022

SEMINAR: **WEBSITE DESIGN AND DEVELOPMENT USING PHP AND MYSQL**
AMA Computer College – Dagupan Campus
Mayombo District, Dagupan City
March 7, 2008

WORKSHOPS: **WEBPAGE DESIGN**
AMA Computer College – Dagupan Campus
Mayombo District, Dagupan City
October 21, 2008

MORE ON STYLE SHEETS
AMA Computer College – Dagupan Campus
Mayombo District, Dagupan City
October 22, 2008

BEST PRACTICES IN SCRIPTING
AMA Computer College – Dagupan Campus
Mayombo District, Dagupan City
October 22, 2008

VISUAL BASIC IN NEW PERSPECTIVE
AMA Computer College – Dagupan Campus
Mayombo District, Dagupan City
October 23, 2008

TRAINING: **BEHIND DATABASE**
AMA Computer College – Dagupan Campus
Mayombo District, Dagupan City
October 27, 2008

TESDA COMPUTER HARDWARE SERVICING
NCII TESDA LINGAYEN
Coordinated School: ITECH Computer Academy Inc.
Certificate/License Number: 15010402002143
January 23, 2015

POWERS SALES WORKSHOP
Vista Center for Professional Development
Worldwide Corporate Center
Shaw Boulevard, Mandaluyong City
March 6, 2012

QUALIFICATIONS:

- Can install hardware and software systems.
- Configure computer networks
- Proficient knowledge with Microsoft Operating System
- Knowledgeable remote management tools, Microsoft Office Suite and network monitoring tools.
- Setting up computer security measures
- Troubleshoots variety of computer issues
- Prepare cost estimates for new installations
- Profound knowledge of server – side and client – side scripting.
- Exceptional capabilities to work with variety of programming language in secure and efficient way.
- Remarkable ability to diagnose problems and determine appropriate actions.
- Exceptional knowledge in building software application in different variety of programming languages.
- Strong knowledge of technical system.
- Ability to organize, prioritize and work under extreme work pressure, heavy work load and deadlines.
- A leader in managing cross company teams' efforts through effective and motivating mentoring strategies.
- Problem analysis, use of judgment and ability to solve problems efficiently.

OTHER SKILLS:

- Telemarketing
- Can render pictures, create illustrative designs in Photoshop.
- Can edit music and video.
- Can drive light vehicle
- Marketing
- Photography

EDUCATIONAL BACKGROUND

TERTIARY: Bachelor of Science in Information Technology
2005 – 2009
AMA Computer College – Dagupan Campus
Mayombo District, Dagupan City
(Diploma and Transcript of Records are available if asked)

PERSONAL PROFILE

NAME:	JAN ARCHON SISON BELINO
ADDRESS:	3424 Sulaiman Ash Shami, 7726, Al Malaz, Riyadh 12832
MOBILE NUMBER:	+966 53 582 9792
BIRTH YEAR:	January 25, 1989
GENDER:	Male
CIVIL STATUS:	Single
RELIGION:	Roman Catholic
NATIONALITY:	Filipino
LANGUAGE SPOKEN:	Filipino, English and Arabic (Proficient)
PASSPORT:	Available if needed

REFERENCES

Available if needed

JAN ARCHON SISON BELINO
Applicant