

MICHAEL P. GIADA

Address: Blk. 35 Lot 35 Marilao Grandvillas, Brgy. Loma de Gato, Marilao Bulacan.

Mobile: +639496396052

E-mail address: michael.giada@outlook.com



CAREER OBJECTIVE:

Looking to join a progressive organization that has the need for an IT Support/Customer Service and offers opportunities for advancement. Seeking new challenges which effectively utilizes my professional experience and expertise.

WORK EXPERIENCES:

DELTEK SYSTEMS PHILIPPINES

The Enterprise Center, Paseo de Roxas, Legazpi Village, Makati, 1226 Metro Manila

Position: Associate IT Support (December 06, 2021 – Present)

- Manages O365, Adding/Removing access of users, Creation / Disabling of Shared Mailboxes/Distribution Lists.
- Used Footprints/Service Now for Ticketing System.
- Manages Active Directory, Moving to different OU's, Reactivation of Account, Password Resets, Adding of Security Groups.
- Used CIC/Interaction Desktop/Cisco IP Phone for Chat, Phone and email Interactions.
- Managing of Duo account, Intune Troubleshooting, Softphone Issues, Hardware/Software/Printer Troubleshooting thru remote desktop(Goto Assists/Log Me In.)
- Collaborates with NOC and sends Corporate Communications for Prio 3 Incidents.

UNISYS PHILIPPINES LTD.

Level 4 Polar Center Building EDSA cor Cornell Street Brgy. Wack Wack Mandaluyong City, Philippines.

Position: IT Helpdesk (February 08, 2018 – December 27, 2019)

- Utilizes chat technology to support client questions. Manages AD Password resets.
- Troubleshoot Software and Hardware issues via phone.
- Used Ticketing tool and assigns them to the appropriate department.

ITP MEDIA GROUP

ITP Building #14, Dubai Media City, Dubai, United Arab Emirates

Position: Assistant Data Researcher (February 27, 2017 – June 15, 2017)

- Acquiring data from primary or secondary data sources and maintaining database.

COLLABERA

40th Floor, Rufino Pacific Building, 6784 Ayala Avenue Cor. V.A. Rufino, 1226 Makati, Philippines

Position: IT Helpdesk (July 11, 2016 – December 20, 2016)

- Password resets. Used remote desktop tool for TS. Used Citrix App. Restarting of VM's.

TECH MAHINDRA

205 Felina Bldg. #5 Eastwood Ave., Eastwood City, Philippines

Position: Customer Service Specialist (September 09, 2015 – January 22, 2016)

- Responsible for billing inquiries. Provided information regarding payment, enrollment and activation process.

SUTHERLAND GLOBAL SERVICES

Harvester Corporate Center, 188 P. Tuazon Blvd, Cubao, Quezon City, 1109 Metro Manila, Philippines

Position: Technical Support / Reservation Agent (May 05, 2014 – July 30, 2015)

- Handled Lenovo Technical Support / Home Away Account. Troubleshot software and hardware issues.
- Used LogMeIn remote desktop tool for better assistance. Upselling software support.

EDUCATIONAL ATTAINMENT:

College : Philippine Science & Technology Center (June 1998 – March 2000)
Course Taken : Telecommunication Technology
Certification : CompTIA A+ Core Hardware, Learning Threat Modeling for Security

REFERENCES:

Mr. Darren De la Rosa – Supervisor
Unisys Philippines LTD.
Mobile No.: +63 9164648406

Mr. Daryl Calinao– Supervisor
IBEX Global
Mobile No.: +63 905 3189565

Ms. Jocelyn Ruadel– IT Service Desk
Merck Business Solutions Asia Inc.
Mobile No.: +63 9981934112