

Narciso Maria D. Salazar

Address:

600 Barkley St.
West Footscray
Melbourne VIC 3012

Email: nars.salazar@gmail.com

Date of Birth: June 4 1990
Place of Birth: Zamboanga City,
Philippines
Age: 28
Nationality: Filipino
Civil Status: Single
Contact Number: 040 596 1229

EDUCATION

Montessori De Zamboanga, Philippines

Primary — 1996-2002

Montessori De Zamboanga, Philippines

Secondary — 2002-2006

Brent Hospital and Colleges Inc., Philippines

Bachelor of Science in Nursing — 2006 -2007

Pilar College, Philippines

Bachelor of Science in Hotel and Restaurant Management — 2007-2009.

Strathfield College

Certificate IV in Information Technology — 2018-Present

EXPERIENCE

**Technical Support Specialist (Hardware), Becton Dickinson
(previously Carefusion)**

16th Floor Tower 3 Avenue 7
Bangsar South Village
Kuala Lumpur, Malaysia 59200
— July 20 2016 - July 20 2017

(Pyxis Carefusion)

In House Hardware support for Pyxis Carefusion products such as Medstations, Console and Workstation, CII Safe & Supply Stations. Monitor Service Desk for tickets assigned to the queue and process first-in first-out based on priority. Our job is to attempt to fix any issue that can be resolved remotely such as application error, print spooler issues and stations losing communications. We also dispatch Field Service Technicians for any Stations that has a physical problem.

IT Service Desk, Cognizant Technology Solutions Philippines

2nd, 3rd and 4th Floor Science Hub Tower 4
110 Campus Avenue, McKinley Town Center
Fort Bonifacio, Taguig City, Philippines 1634
— August 21 2014 - July 20 2016

(Supervalu)

Internal IT helpdesk that assist daily issues encountered by Store Manager, Director, Bookkeeping and Cashier. Monitor Service Desk for tickets assigned to the queue and process first-in first-out based on priority. Our job is to Install, test and configure new workstations, peripheral equipment and software such as registers, pin pads, scales and desktop workstations.

Technical Support Associate, Alorica Pacific Rim

5/Fir Alphaland Southgate,
2258 Chino Roces cor. EDSA (Pasong Tamo Extension)
Makati City, Philippines, 1232
— January 14 2013 - August 10 2014

(AT&T Technical Support)

Assisting customers with concerns that range from connectivity, usability and technical issues for IPTV DSL and phone service. I have superior communication skills with the ability to problem solve. I also have the ability to identify and solve customer needs by asking questions, communicating effectively and establishing a relationship.

Inbound Sales Associate, CSS Corp

4th Fl. 18/20 Bldg. Upper McKinley Hill, Fort Bonifacio, Taguig
— July 8 2010 - November 2 2011

(Saveology.com, Netgear, and Real Networks Chat Support)

We serve our customers by selling products; meeting customer needs. Resolves customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management.

SKILLS

- Customer Service
- Call Center Service Operations
- Complaint Handling/Dispute Resolution.
- Multi Line Phone Use
- LAN and WLAN setup
- Win XP, 7, 10 proficient
- MS Word, Excel and Outlook
- CA Service Desk Manager
- Unix/Linux Server Knowledge
- VMware Boomerang
- Data entry and collation skills.

Hobbies

- Watching movies and Television Series
- Reading Books and Researching General Information (Wikipedia)
- Trivias
- Be updated with current events
- Browsing the Internet

Reference

Jay Andrew Reyes

Team Lead
5/Fir Alphaland Southgate,
2258 Chino Roces cor. EDSA (Pasong Tamo Extension)
Makati City, Philippines, 1232
+63 917 863 686

Jed Ralph Vivar

Team Lead
5/Fir Alphaland Southgate,
2258 Chino Roces cor. EDSA (Pasong Tamo Extension)
Makati City, Philippines, 1232
+63 917 667 8712

Ruby Anne Guerra

Team Lead
2nd, 3rd and 4th Floor Science Hub Tower 4
110 Campus Avenue, McKinley Town Center
Fort Bonifacio, Taguig City, Philippines 1634
+63 927 134 5361

April Phoebe Cagatin

Team Lead
16th Floor Tower 3 Avenue 7
Bangsar South Village
Kuala Lumpur, Malaysia 59200
+60 16 675 3219

Christopher Marshall

Team Lead
16th Floor Tower 3 Avenue 7
Bangsar South Village
Kuala Lumpur, Malaysia 59200
+1 910 524 8659