

PAUL KELVIN CERDEÑO

OFFICE ADMIN / IT SUPPORT

+974 7163 9579

paul.kelvincerdeno@gmail.com

Doha, Qatar

PROFILE

A highly motivated IT professional with 4.5 years of experience in Technical Support, IT Service Desk, Email Support, and as a Subject Matter Expert. Proficient in diagnosing and resolving technical issues, experienced in Windows OS, O365, VPN, Citrix Storefront, and Genesys Cloud Softphone. Committed to continuous learning and professional development.

WORK EXPERIENCE

2022 - 2024

Wipro

IT Service Desk

- Serve as the first contact with customers who need technical assistance via the phone
- or email.
- Perform troubleshooting using different diagnostic techniques.
- Troubleshoot, diagnose, and resolve technical hardware and/or software issues
- Provide feedback on processes and make recommendations on areas to improve
- Maintain technical documentation and service catalog on installation of software,

2020 - 2022

TaskUs Château Ridiculous Teammate

Email Support / Subject Matter Expert(SME)

- Coaching and training agents on improving Customer Interaction and offering advisors guidance.
- Respond to customer inquiries and provide assistance via email, chat in precise and timely manner.

2019 - 2020

Teletech

ServiceDesk/Technical Support

- Respond to customer inquiries and provide technical support via phone, email, and chat in a timely and professional manner.
- Troubleshoot, diagnose, and resolve technical hardware and/or software issues.
- Provide quick resolution and excellent customer service.

EDUCATION

2017 - 2020

BACHELOR OF SCIENCE IN
INFORMATION
TECHNOLOGY AT STI
COLLEGE NOVALICHES

2013 - 2015

UNIVERSITY OF THE EAST
(MNL)

SKILLS

- Photo and video editing
- Complex hardware and software troubleshooting
- Computer Literate
- Network Diagnostics
- Web services, API, and IP-based protocols
- Excellent written and verbal communication skills
- Hands on experience with diagnosing and resolving basic technical issues

LANGUAGES

- English
- Tagalog

KEY SKILLS

- Office Suite software.
- Data entry.
- Organizational and time management skills.
- Corporate communications.
- Problem solving.
- Customer service.
- Attention to details.
- Fluent in English and Tagalog.