

# LEONARD L PECIO

## OBJECTIVE

Dedicated and detail-oriented IT Support professional with a strong background in troubleshooting hardware and software issues, providing excellent service. Seeking a challenging position where technical expertise and interpersonal skills can contribute to enhancing overall IT functionality.

## QUALIFICATION

- Excellent communication, interpersonal, and customer service skills
- Strong technical skills in system troubleshooting, software installations, and basic network configurations.
- Ability to work well under pressure and prioritize tasks in a fast-paced environment
- Proficient in Microsoft Office.
- Proficiency with sales management software and CRM

## EXPERIENCE

**IT SUPPORT TECH** 02/2015, 08/2015

**UE Ramon Magsaysay Memorial Medical Center - Philippines**

- Provide technical support to end users via phone, email, or in person.
- Diagnose and resolve hardware and software issues.
- Install, configure, and update software and peripheral devices.
- Set up and maintain network and system security protocols.
- Create and maintain user accounts and access privileges.
- Troubleshoot network connectivity problems.
- Document and update technical procedures and manuals.
- Collaborate with other IT professionals to resolve complex issues.
- Train users on new systems and technologies.
- Stay updated with emerging technologies and advancements.

**Medical Records Clerks,**

**St Luke's Medical Center - Philippines -02/2014 - 01/2015**

- Organize and update patient medical records according to established protocols.
- Review records for completeness, accuracy, and adherence to regulations.
- Maintain proper documentation and filing systems for easy retrieval.
- Retrieve medical records as requested by healthcare providers and patients.
- Protect patient information by adhering to confidentiality policies and regulations.
- Assist with data entry, including entering patient information into electronic health record systems.
- Verify patient insurance information and assist with insurance claims.
- Handle record requests from authorized individuals or organizations in accordance with policies and legal requirements.
- Collaborate with healthcare professionals to ensure accurate and timely record-keeping.
- Stay updated on changes in regulations related to medical records management.



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**VISA STATUS:** Family Sponsor

## EDUCATION

**Bachelor of Science, in**

**Information Technology, 2013**

**AMA UNIVERSITY – Philippines.**

**BSIT, Graduate**

## SKILLS

- Communication skills
- Microsoft office
- Administrative skills
- Customer Service
- Installation
- Troubleshooting
- Configuration
- Upselling and cross selling

**SALE REPRESENTATIVE CUM STORE KEEPER, 01/2016, 02/2023**  
**AZADEA GROUP – Abu Dhabi, UAE.**

- Listen to customers' inquiries and provide relevant product information, pricing, and availability.
- Offer personalized product recommendations based on customers' preferences and needs.
- Proactively approach customers and engage them in conversations to promote products or special offers.
- Showcase product features and benefits to encourage purchasing decisions.
- Cross-sell and upsell products to maximize sales opportunities.
- Stay updated with new product launches, features, and promotions to provide accurate information to customers.
- Process sales transactions efficiently and accurately using the store's Point of Sale (POS) system.
- Handle cash, credit card, and other payment methods following established procedures.
- Monitor product stock levels and inform the store manager when inventory needs to be replenished.
- Assist with inventory counts and stock-taking activities.
- Address customer inquiries, concerns, and complaints in a courteous and professional manner.
- Resolve customer issues promptly or escalate them to the appropriate supervisor or manager.
- Ensure that products are displayed attractively and in an organized manner to enhance the store's visual appeal.
- Assist with merchandising tasks and maintain product displays.
- Work towards achieving individual and team sales targets set by the store or company.
- Collaborate with colleagues to meet overall sales goals.
- Follow up with customers after their purchase to ensure their satisfaction and encourage repeat business.
- Collect customer feedback to improve service and identify areas for enhancement.
- Responsible in receiving and dispatching goods.
- Responsible for Handling and stacking of all the stocks
- Maintained excellent visual merchandising standards by routinely cleaning and organizing window and point of sale (POS) displays

**IT SUPPORT**

- Maintaining the system on a daily basis and updating software for newly updated features.
- Network checking routine, making sure it is running smoothly and minimizing redundancy.
- Request for replacement of materials such as devices, cables, batteries, computer parts, and printer ink and papers.
- Attending call reports and ensuring that all troubleshooting is handled properly.