

ALEX JOHN BENEDICT R. COYNO



PROFESSIONAL OVERVIEW

Motivated Computer Engineer seeks new position in dynamic, growth-oriented company focused on cultivating exceptional customer experience and a positive work environment. With experience handling networking concerns, implementing new software, installing new hardware, and addressing user concerns, I bring attention to detail and a dedication to technical improvement to each job. Past achievements include new network architecture component selection and implementation, earning leading industry certifications, and driving the achievement of departmental goals.

CONTACT

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CERTIFICATIONS / OTHER SKILLS

National Certification II (NCII) in Computer System Servicing, attested by Technical Education and Skills Development Authority (TESDA), Core Institute of Technology, Philippines (2016)

Certificate of Introduction to Arduino Programming & Interfacing-level 2, attested by RapidSignal Electronics, AMA Computer College Davao (2017)

Certificate of Introduction to Python and Raspberry Pi, AMA Computer College Davao, (2017)

Certificate of Basic Eagle Cad Workshop, AMA Computer College Davao (2017)

EDUCATION

Bachelor of Science in Computer Engineering, AMA Computer College, Philippines 2013-2017

OBJECTIVE

Seeking a position to utilize my skills, experience that would help me grow as an individual and a job to support computer end users and network support services.

WORK EXPERIENCE

DCTECH Micro Services, Inc

[February 2020 – May 2023]

Promoted to, with additional tasks as:

OSP Supervisor

- Reported to OSP Manager.
- Planned and assigned tasks to team members.
- Presented and monitored KPIs to team members on their assigned tasks and activities.
- Ensured availability and updated daily tasks sheet.
- Maintained and performed troubleshooting of fiber optic backbone Cable and decided in lay-outing for new requirement.
- Supported and maintained the link of HGC Global Communications
- Analyzed and organized routes of OTN (Optical Transport Network) links.
- Kept a record of core assignments and closure inventory of fiber cable.
- Requested Materials for the teams
- Assisted the field teams during their operations.

Other Task Assignment, as:

QA (Quality Assurance) Supervisor

- Reported to QA Manager
- Performed surveys on required areas for new project.
- Plotted the planned expansion in the Electric cooperative application.
- Maintained and updated records of Electric Cooperatives poles that will be attached in the expansion.
- Provided planned lay-out expansion to the contractor.
- Monitored the implementation of plan according to standards and proper procedure
- Spliced fiber optic cables.
- Activated LCP/NAP's.
- Performed troubleshooting of Fiber Distribution Cable.
- Created Job Orders

Technical Support Engineer /Helpdesk Support

- Reported to Customer Service Supervisor.
- Received Calls / Assisted Customers on their concerns
- Created / reported Tickets actioned
- Technical visit if unable to resolve in phone support.
- Configured modems
- Assigned IPs in monitoring sheet
- Added accounts in the bucket server

Certificate of MCSA Windows Server 2012 R2, AMA Computer College Davao (2017)

Certificate of Fire Detection and Alarm System (FDAS), AMA Computer College Davao (2017)

COMMUNITY INVOLVEMENT

Vice-Pres Internal (2016-2017) Institute of Computer Engineers of the Philippines Region XI (ICpEP- Region XI)

President (2016-2017)

Institute of Computer Engineers of the Philippines (ICpEP – AMACC Davao)

P.I.O. (2015-2016)

AMA Computer College Engineering Students Society (ACCESS)

INTERESTS

Playing Basketball –varsity player in high school

Playing Chess - 1st runner up in international school competition in high school and champion last 2017 intramurals in college

Playing Volleyball - champion last 2017 intramurals in college

Playing Guitar- Part of a praise and worship team at the church, when I was high school

Playing Mobile Games: Mobile Legends- Participated a tournament in my previous job (Concentrix)

Playing computer games

Loves riding a motorcycle

Concentrix Davao-Abreeza, PH – Customer Service Associate
(September 2017- December 2019)

Credit account

- Reported to Credit Account Supervisor.
- Provide full customer service with politeness and smile.
- Answered incoming calls, routed to appropriate resources when needed and respond to customer's emails.
- Managed customer's problems and complaints like; fraud transactions, login failures and card declined.
- Assisted customers on their major concerns; billing statements, due date changes, password resetting, creating online profile account and credit limit related requests.
- Escalated unresolved issues to supervisor immediately.
- Maintained call logs and reports

Tech Support

- Assisted customer regarding in their online account
- Received a call to reset their online profile account passwords
- Walk thru customers in adding their card in their online profile
- Checked available coupons in the online account
- Disabled marketing advertisement in the online account

Retail Account

- Received a call to place the order.
- Walk thru customer to place the order in the website.
- Contacted UPS or USPS regarding to the shipment of the order.
- Reship the order if customer wants the item or process a credit back to their accounts if they don't want it.
- Get the web id (number of the item).
- Changed the shipping address, sizes and colors.
- Sent return label via email or mail.

Philippine Airlines – System Support (On-the-Job-Training)
(February 2017- April 2017)

- Received call if there's problem in their ends.
- Monitored computer networks and systems.
- Fixed problem in the telephones, printers, and computers
- Setup IP address of the computers
- Reformat computers
- Changed UTP cables of the computers

TECHNICAL SKILLS

- Knowledgeable in Optical Fiber Network
- Knowledgeable and application of CISCO networking
- Good in Engineering drawing Applications such as: AutoCAD, Sketch up, Adobe Photoshop
- Good in the use of Microsoft Suites, to name: MS Word, MS Excel, MS Power Point
- Very good in PC Assembly
- Very Good in Hardware and Network Troubleshooting
- Windows server
- Possess the ability to learn and work on changing and emerging technologies.

PERSONAL SKILLS

- Time Management
- Honest and Trustworthy
- Problem Solver
- Good Communication
- Commitment to Work-Completion
- Flexible and Easy to handle stressful situations.
- Presentable and Friendly