

## Sammuel S. Zorca

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### OBJECTIVE

An IT Engineer with experience in the field of Computer Hardware/Software. Seeking a company where I can utilize my skills and abilities and achieve professional growth while being resourceful and flexible. Willing to work for a reputed organization to deliver my service up to the best of my capabilities

### WORK EXPERIENCE

#### **Sunlife of Canada (Philippines) Inc. (NTT Philippines)**

**July 2023 – November 2023**

- Team Lead, IT Desktop Support
- Maintain excellent service rapport with clients, ensuring high level of customer satisfaction.
- Ability to multitask effectively and prioritize task based on urgency and importance.
- Ensure all support tickets are closed within the company's internal approved Service Level Agreement (SLA).
- Respond to IT-related inquiries via phone, email or in-person, and document support requests in the ticketing system.
- Install, configure and maintain computers, printers, peripherals, and other IT equipment.
- Managing ticketing system (Service Now) to monitor queues open tickets, pending tickets, and closed tickets. Scanning of documented/troubleshooting procedure of each technician.
- Contacting 3<sup>rd</sup> party vendor for warranties IT equipment, parts replacements and product deliveries.

#### **Philippine Geothermal Production Company Inc. (Phil-Data Business System Inc.)**

**February 2022 – April 2023**

- Team Lead, IT Desktop Support
- Ensure all support tickets are closed within the company's internal approved Service Level Agreement (SLA).
- Possess expertise in Windows Operating system. MS Office (Intune, O365, Outlook), Manage Engine (Ticketing System)
- Conduct remote desktop troubleshoot / field support to end-users along with documentation ticket maintenance.
- IT Asset Inventory including barcodes and maintain an inventory of IT hardware and software assets, ensuring accurate tracking and regular audits.
- Comply with the company's policy, practices and procedures cascade to all Helpdesk/DSE.
- Assist with setting up and maintaining audio-visual equipment for virtual meetings and presentations.
- Contacting 3<sup>rd</sup> party vendor for warranty of PC equipment and parts replacements.

**Makati Medical Center  
(First Data Corp)**

**February 2019 – January 2022**

- Senior Desktop Support Engineer with 3 years of experience.
- End user support onsite or remote.
- Excellent knowledge on MS Windows operating system (7,8,10).
- Hands on experience and knowledge Installing, Reformat and Upgrading operating systems and computer hardware/software, MS Office (Outlook, O365 MS Intune) and Mobile devices.
- Install, configure, and maintain computers, printers, peripherals, and other IT equipment.
- Troubleshooting networks (LAN, WIFI) and connection issues, computer policy and requirements.
- Helpdesk Support by receiving calls, emails, remote and chat.
- Document and maintain records of support activities, including resolutions and recommendations.
- Assist with setting up and maintaining audio-visual equipment for virtual meetings and presentations.

**Columbia Technologies Inc.**

**April 2016 – January 2019**

- IT Technical Support Engineer, Service Center Support, Field Support Engineer roles.
- Worked with a team of engineers & resolved assigned task by visiting multiple sites.
- Hands-on experience and knowledge in hardware and software.
- Installing and upgrading operating systems and computer hardware/software.
- Experience in desktop support, Disassembly and Assembly computer components. reformat computer equipment and conduct tests before delivery/dispatch to user.
- Maintain excellent service rapport with clients, ensuring high levels of customer service support.
- Coordinate 3<sup>rd</sup> part vendor for service warranty, parts replacement and delivery of items.

**EDUCATIONAL BACKGROUND**

**Certified Cisco Network Associate**  
**Cisco ID: CSC012736109**  
RIVAN IT Training Systems

August - September 2014  
March 2015

**Cisco Network Academy**  
Mapua Institute of Technology

June 2013 - June 2014

**Bachelor of Science in Information Technology**  
Adamson University

October 2012

**SKILLS AND ABILITIES**

- Onsite Engineer Support, Intensive and technical experience in Computer Assembly, Troubleshooting, Maintenance, Diagnostic and Hardware/Software Installation, Structure cabling.

- Knowledgeable and familiar with various Windows operating systems.
- Expert in desktop and laptop parts replacement, installation, and testing.
- Vast technical knowledge in operating system installation, HDD cloning, and imaging, file recovery, virus removal, and trend micro full disk encryption
- Knowledgeable configuring, and troubleshooting on router & switches.
- Flexible, able to adjust skills and abilities depending on the needs of the business, client, and the project.
- Team Player, able to communicate with the team, business unit, or external supplier to make that project is on track.
- Upgrading 500 Units of Desktops & Laptops from windows 7 to windows 10.

## REFERENCE

### **Sunlife of Canada (Philippine Inc.)**

Daryl Nealson Oracion  
Service Delivery Manager  
Contact: +6399999974248

### **Makati Medical Center**

Gary Eso  
Team Lead Desktop Support  
Contact : +639212894619

### **Columbia Technologies Inc.**

Joey Abellera  
Assist. Manager  
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### **First Data Corp**

Jonathan Bohol  
IT Manager  
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### **Phi-Data Business Inc.**

Angelica Galima  
Service Delivery Officer  
Contact: 09175136033