

JUAN CARLO SAVARES

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Technologically savvy and goal-oriented Administrative Officer. Driven and motivated to help organizations thrive. Have been in IT position in decade where I utilize my skills, abilities, and education in Information Technology field.



Personal Information

- Born: May 22, 1985
- Marital Status: Single
- Nationality: Filipino
- Skills: Problem-solving skills. Teamwork skills. Written and verbal communication skills.

Experience

† Customer Service Representative *March 2023 – Present*

Dhoo Alhabyath

ARENCO Building 3, Dubai Investment Park

Key Qualifications & Responsibilities

- Provided Help Desk-based IT phone support to end-users for a fast-paced web hosting firm, including troubleshooting, server support, and customer service.
- Maintained 15% above average customer satisfaction in post-call surveys. Used deep compassion and listening skills for the best customer experience.
- Became a trusted resource through high-level problem-solving skills. Solved customer issues with 12% more success than the company average.
- Assisted clients with general support for hardware, peripherals, network connections, and external software.
- Escalated help desk tickets to Level 2 / Tier 2 support when outside the scope of L1/T1 technician support.

† Tech/Systems Support Analyst *January 12, 2022– March 2023*

Hexaware Technologies Ltd. [BPS - PH] (acquired from IQVIA)

16th Floor The Curve Building 3rd Ave cor. 32nd St. BGC,

Taguig City 1634, Philippines

Key Qualifications & Responsibilities

- Analyzes and resolves computer hardware, software and network issues, repairs user workstations, modifies configurations, replaces faulty components and rebuilds complete systems on a variety of platforms.
- Evaluate, optimize, configure, and maintain an organization's IT systems. Troubleshoots and resolves hardware, software, and connectivity problems, including user access and component configuration
- Provide support for infrastructure applications, troubleshooting efforts and maintaining support systems to ensure availability for users across the organization
- Resolve a variety of technical issues relating to their organization's computer systems, telecommunications network, LANs, WANs and desktop computers.
- Performs all other duties and responsibilities as deemed necessary by Management.

† **Tech/Systems Support Analyst** *March 22, 2021– February 10, 2022*

IQVIA Solutions Operations Center
4/F, One World Square Bldg., Upper McKinley Rd.
Taguig City 1634, Philippines

Key Qualifications & Responsibilities

- Aids in customizing, upgrading, integrating, and testing software for users
- Installs, tests, maintains, and supports operating systems software and hardware
- Troubleshoots and resolves hardware, software, and connectivity problems, including user access and component configuration
- Assist in determining of computer problems and help coordinates related and comparative solutions
- Performs miscellaneous job-related duties as assigned
- Performs all other duties and responsibilities as deemed necessary by Management.

† **Facilities Administrator** *July 2017 – June 2021* ZMG Ward Howell Inc.

5th Floor The Athenaeum Building,
L.P. Leviste Street, Makati, 1227, Philippines

Key Qualifications & Responsibilities

- Composed and distributed various notices and reports about facility operations; created and maintained records.
- Partnered with Facility Manger to update space allocations and worked with Comptroller to allocate charges accurately.
- Managed telecommunications, data equipment, general services, general security, and safety procedures
- Documents projects and writes user instructions
- Records and maintains hardware and software inventories
- Maintains currency of knowledge with respect to relevant technology, equipment, and/or systems
- Performs problem resolution and provides on-call support for computer/network systems
- Consults with department and staff to identify their graphics needs and reasonable deadlines for the project
- Creates and designs printed materials and/or electronically designed page layouts
- Performs miscellaneous job-related duties as assigned
- Performs all other duties and responsibilities as deemed necessary by Management.

† **Back Office** *February 2013 – June 2017*

Sykes Asia Inc
6/F ATC BPO1 Corporate Center Bldg. Madrigal Avenue,
Ayala Alabang, Muntinlupa City, 1780, Philippines

Key Qualifications & Responsibilities

- Provided Help Desk-based IT phone support to end-users for a fast-paced web hosting firm, including troubleshooting, server support, and customer service.
- Maintained 15% above average customer satisfaction in post-call surveys. Used deep compassion and listening skills for the best customer experience.
- Managing inventory, processing sales orders and onboarding new employees.
- Became a trusted resource through high-level problem-solving skills. Solved customer issues with 12% more success than the company average.

- Supported customers with basic technical support for current and past software releases.
- Assisted clients with general support for hardware, peripherals, network connections, and external software.
- Escalated help desk tickets to Level 2 / Tier 2 support when outside the scope of L1/T1 technician support.

† **Customer Service Representative** *February 2012 – January 2013*

Emirates Petroleum Products Company
 Po Box 5589 Dubai, EPPCO House,
 Al Qutaeyat Road, Dubai. United Arab Emirates

† **Administrative Officer** *January 2009 – January 2012*

† Binladin Concrete Solution Company
 P.O.Box: 958, Postal Code: 21421, Jeddah, Saudi Arabia

† **Administrative Officer** *March 2007 – January 2009*

Red Sea Housing Services Company
 PO Box – 17365 Dubai. United Arab Emirates

† **Office Assistance** *January 2003 – March 2007*

Office of the Councilors
 Municipality of Imus City, Philippines

Education

Bachelor of Science in Entrepreneurial Management

Polytechnic University of the Philippines 2008
 Manila Philippines

Information Technology

Cavite State University 2004
 Cavite, Philippines