

RALPH T. MONTEALEGRE

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AL Karama – Sheikh Khalifa Bin Zayed St, Dubai, United Arab Emirates



OBJECTIVE

Seeking an opportunity to utilize my technical expertise to provide timely, cost-effective IT support and maintenance in a challenging environment. With my over 15 years of experience in customer relations job and proficiency in troubleshooting and resolving hardware, software, and network issues, I am confident in my ability to help optimize network performance, maximize security, and efficient operations.

TECHNICAL SKILLS

Hardware Proficiency
Software Knowledge
Networking Skills

Problem-Solving Abilities
Troubleshooting Methodology
POS System proficiency

Good Customer Service
Preventive Maintenance
Help Desk Software Proficiency

EDUCATION

Bachelor of Science in Computer Science

Jun 2005 - March 2009

Hercor College - Roxas City Capiz, Philippines

- Theoretical foundations of information and computation.
- Professional communication, problem-solving, and numerical capabilities for decision-making.

TRAINING

CCNA - Training

April 2025 - June 2025

NLP Tech Training Center- NBQ Bank Building - Suite 202 - 2 Floor Khalid Bin Al Waleed Rd - Dubai

- Comprehensive program designed to equip individuals with the skills and knowledge to install, configure, and maintain networks. It focuses on foundational networking concepts, including network fundamentals, IP connectivity, IP services, security, and automation.

CERTIFICATES

Certificate of Eligibility - Carrier Service Profesional

March 2023

Civil Service Commision - Philippines

Certificate of Eligibility - Carrier Service Sub-Profesional

August 2022

Civil Service Commision - Philippines

PROFESSIONAL EXPERIENCE

Section Merchandiser - Westzone Supermarket - Dubai, UAE

Jun 2024 - Present

- Assisting Customer, Processing orders and transactions
- Put stock out on supermarket shelves and proper display in cabinets
- Verified products appeared at correct location in proper quantities and practice first expiry first out.
- Monitor inventory levels and kept adequate stock in displays and implement all memo for promotion items.

Administrative Support - LGU Pontevedra Capiz - Philippines

Jul 2022 - Jun 2024

- Assisting incoming Client and Guests and Processing thier transactions.
- Assisted in planning committee meetings and other and events.
- Kept precise records through document tracking and filing.
- Provided technical assistance to co-employee (IT Concern).

PROFESSIONAL EXPERIENCE

Technical Support Supervisor - Puregold Price Club Inc. - Philippines Dec 2012 - Dec 2022

- Lead and mentor the IT team, provide direction and support professional development to maximize team effectiveness.
- Install, configure, upgrade and migration of POS, Workstation and Servers.
- Provide technical Support and guidance to end-users.
- Troubleshooting hardware, software and network issues and resolving technical problems.
- Implement and maintain security measures to protect IT systems.
- Implement and enforce IT policies and procedures.
- Installed, configure, Computer, POS and maintained operating systems, application software and network connection.
- Update system database, inventory.
- Configure hardware and granted system permission to new employees. • Create user accounts and assigned permissions.

Merchandiser - Guaranteed Mktg. Service Inc. - Philippines Feb 2012 - Nov 2012

- Remove damaged, out of code, not in set and discontinued items from displays and maintain cleanliness of shelves.
- Established strong vendor relationships to maintain and practice proper customer service.
- Monitor inventory levels and kept adequate stock in displays and implement all memo for promo items.

IT Technician - Silverlinx BPO Inc. - Philippines Jul 2009 - Nov 2011

- Troubleshooting hardware, software and network issues and resolving technical problems.
- Provides technical support and assistance to end users.