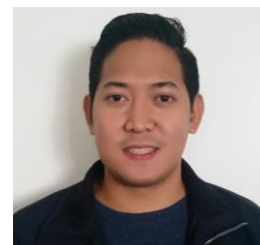


Herbert C. Cipriano

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Mobile: +639476994831

Email: cipriano.herbert@gmail.com



SKILLS

Predictive and Progressive Dialer Operations and Support
Dialogic Telephony Board programming and installation
Local Area Network Setup (BPO/Call center setup; Internet Café setup)
Server Maintenance (BPO/Call center setup; Internet Café setup)
Hardware and Software installation and configuration (BPO/Call center setup; Internet Café setup)
Telephone installation and Cabling
PC Troubleshooting and Maintenance
VOIP setup and configuration
Managing Sophos Antivirus
Maintaining CCTV Cameras
Basic knowledge in Adobe Photoshop
Basic knowledge in Citrix system
Basic AVAYA setup and configuration

WORK EXPERIENCE

Software Quality Assurance (Consultant)

January 2021-Present

Duties & Responsibilities:

- *Quality Assurance Testing of the following applications:*
 - Production Line System
 - Billing and Collection

IT Analyst II/QA Specialist (Consultant)

September 2020 – December 2020

EVOCOMM Philippines Inc.

Paranaque City, Metro Manila

Duties & Responsibilities:

- *VOIP Set up and configuration*
- *Remote Desktop*
- *Hardware and software installation*
- *Daily task documentation*
- *Quality Assurance Testing of the following applications:*
 - People Counting Software
 - Immigration System

Desktop Support Specialist

July 2020 - August 2020

Millennium Technology Services Group Philippines, Inc.

Clark Freeport Zone, Pampanga

Duties & Responsibilities:

- *Handling Clusters*
- *Manage the team for the all projects like Upgrading OS, Assigning Tickets, Machines transfer, installation and upgrading of software's*
- *Coordinating and attending all the projects with the SBU's and assists them up to the end of the projects*
- *Creating Groups and User using Active Directory*
- *Hardware and software installation*
- *Completing of Ticketing Systems*
- *Daily task documentation*
- *Updating McAfee Antivirus (EPO)*
- *Setting up Microsoft Exchange*
- *Avaya Set up*
- *Answering local calls*
- *Remote desktop*

IT Analyst II

February 2015 - June 2020

Conduent Business Services Philippines, Inc.
MOA Complex, Pasay City

Duties & Responsibilities:

- Handling Clusters
- Attending for Bu's CISO Compliance
- Manage the team for the all projects like Upgrading OS, Assigning Tickets, Machine's transfer, installation and upgrading of software's.
- Coordinating and attending all the projects with the SBU's and assists them up to the end of the projects
- Creating Groups and User using Active Directory
- Hardware and software installation
- Completing of Ticketing Systems
- Daily task documentation
- Updating McAfee Antivirus (EPO)
- Setting up Microsoft Exchange
- Avaya Set up
- Answering local calls
- Remote desktop

IT Consultant

Unitech Electronics & Security System Inc.
1229 U.N Ave. Paco, Manila

November 2012 - January 2015

Global Infrastructure Support

Ubiquity Global Services
BGC, Taguig City

December 2012 - October 2013

Site IT Helpdesk

DTSI Group
One World Tower, Taguig City

December 2011 - December 2012

IT Support Specialist

Purity Software Inc.
Valero Plaza, Makati City

August 2010 – November 2011

IT Support Specialist

Infometrix. Inc. Com
Julia Vargas Ave. Ortigas Center, Pasig City

April 2010 - July 2010

IT Support Specialist

Emerio Philippines
Meralco Ave Ortigas Center, Pasig City

November 2009 - March 2010

IT Network Administrator

Chioma Corporation
Taft Ave. Manila

September 2008 - October 2009

IT Support Specialist

Pertinacious Corp.
Ayala Ave. Makati City

August 2007 - August 2008

IT Administrator

Global E-Business
West Avenue, Quezon City

March 2007 - July 2007

Technical Support Specialist

Megacall, Inc.
Ayala Ave. Makati City

May 2004 - March 2007

Service Crew

Mcdonald's Corporation
Guadalupe Makati City

July 2001 - June 2004

EDUCATION

Computer Hardware Technology and Network
Datamex Institute of Computer Technology

June 2002 - April 2004

Bartender Training Course, Certified Barista
Technical Education and Skills Development Authority

April 2009 - May 2009

Web Developer
WordPress

October 2012 - December 2012

Frontline Leadership Development Program
Pearson Professional Programs

November 2018