

Jericho Dumangon

Email address: dumangonjericho11@gmail.com

Phone No: +63 927 404 9297

LinkedIn: <https://www.linkedin.com/in/duma/>

Address: Las Piñas City, Philippines

PROFESSIONAL EXPERIENCE

Phil-Data Business Systems (Cebu Pacific); Pasay. Philippines

Oct 2023 – Jan 2024

- **Service Desk Analyst**
 - Provided frontline from Cebu Pacific employees to gather information about their technical issues, provide status updates on ongoing incidents or requests, and ensure users are informed about any relevant changes or updates.
 - Meeting established SLAs for response times, resolution times, and user satisfaction metrics.

Atos Information Technology Inc; Taguig. Philippines

Oct 2022 - Jan 2023

- **Technical Help Desk Analyst**
 - Handle Inbound and Outbound calls from Ernst & Young Employees also using remote access tools to troubleshoot and resolve technical issues on users' devices remotely, minimizing downtime and disruption to productivity.
 - Provided excellent customer service while conveying confidence, knowledge and professionalism over the phone.

E-trade from Morgan Stanley; Makati. Philippines

Aug 2019 – Oct 2021

- **Operations Analyst for Retirements and Estates**
 - Established the management and distribution of assets belonging from a deceased individual's estate.
 - Review Last will, trust or legal court documents, applications, and supporting documents to execute client requests to transfer 401(k), IRA accounts, stocks, bonds, and mutual funds to the designated beneficiaries.

EDUCATION

University of Perpetual Help System Dalta | Bachelor of Science in Information Technology (IT) | Las Piñas, PH |
June 2015 - May 2019

SKILLS & INTERESTS

- **Skills:** Data Analysis, Collect and Organize Data, Strategic planning, Excel and MSWord, Hardware Expertise.
- **Interests:** Gaming, Sports, Chess, Music, Art.

REFERENCES

Jamie Dela Torre

Marketing Specialist III

+63 9178936714

Fluor Daniel Inc.

Christine Anne Baque

Operations Manager

+63 9991977524

E-trade from Morgan Stanley