

Timothy Gonzales Albano

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Objective:

To be able to discover and utilize new technology to advance my career and tackle new challenges.

Education:

2001-2005

- **Bachelor of Science in Computer Science**
 - Cebu Doctors University
 - Osmeña Blvd. , Cebu City

2000-2001

- **Bachelor of Science in Information Technology**
 - Silliman University
 - Dumaguete City, Negros Oriental

1996-2000

- **High School**
 - Sacred Heart School – Boys High
 - General Maxilom Avenue , Cebu City

Work Experience:

January 2010 – Present

DLV Studios : *Web developer/Systems Administrator/Content Writer*

- Create websites for clients using HTML, CSS, PHP, Joomla, and WordPress.
- Maintain company's databases and crucial operating data.
- Helped in the conceptualization of the company and services offered.
- Assisted in the start up of the company by creating company website, logo, and web marketing.
- Design brochures and other advertisements.
- Write content for all company websites and other media.
- Handle Technical Support for Clients and Customers in regards to web development.

January 2009 – April 2009

First Auto-LPG Gas Holdings Corporation : *Systems Administrator*

- Revamped Company Website (<http://firstautogas.com.ph/>)
- Launched independent mail server using open source solutions.
- Administered, monitored, and reported bugs on existing loyalty application.
- Implemented and administered Remote Access Server for loyalty tracking using open source solutions.

- Troubleshooting workstation and server issues on a daily basis.
- Oversaw network connectivity in various stations.
- Supervised the implementation of router firewall for web access security.

July 2007 – November 2008

Teletech Holdings, Inc. : *Technical Supervisor – Agent Support Group (TSR Level 2)*

- Attended to agent queries on the floor.
- Did live and side barge ins on agents' call on a daily basis.
- Took over unresolved calls and issues on a daily basis.
- Intervened for an agent when he or she is unable to resolve an issue upon reaching the AHT threshold.
- Took over supervisory calls (e.g. when a customer asks to speak to a supervisor.)
- Conducted call and case audits to gauge agents' weaknesses and points for improvement.
- Maintained daily tracker of all agents calls and cases.
- Made DSAT analyses for all agents to identify areas of improvement.
- Conducted training sessions based on CSAT/DSAT analysis and agents' technical knowledge.
- Ensured that Open Cases were at a minimal by the end of the shift.
- In charge of pre shift and post shift team huddles to discuss process updates and current cases.
- attended daily or weekly client conference calls depending on schedule and availability.

February 2007 – May 2007

PeopleSupport, Inc. : *Customer Service Representative/Technical Support Rep.*

- Underwent extensive training in product specifics in order to provide the service as per company's standards.
- Assisted customers in the United States in resolving pre-installation of internet service for US Internet Service Provider.
- Took inbound and made outbound calls for follow ups on provisioning of the internet service.

July 2006 – February 2007

Qualfon Philippines, Inc. : *Technical Support Representative*

- Assisted Customers in the United States and overseas in resolving issues regarding mobile phone prepaid wireless mobile service.
- Took Inbound phone calls to resolve mobile phone issues and features for 11 different phone models.

July 2005 – April 2006

LearningToGo Software : *Project Manager/Network Administrator*

- Wrote content for 3 different websites.
- Managed and lead up to 15 people for market research projects.
- Assisted in making outbound calls to New Zealand residents.
- Filed weekly and monthly reports to immediate superiors.
- In charge of screening and interviewing new applicants.
- In charge of procurement of network components and peripherals.

- Set up the network topology for optimal performance.
- Supervised the installation of necessary software for each workstation.

Programming Languages and Operating Systems:

I am proficient in the use and administration of the following:

- Windows XP, Server 2003, Server 2007, Windows Vista, Windows 7
- Mac OSX 10.4 Tiger, 10.5 Leopard, 10.6 Snow Leopard
- Linux Ubuntu 10.2, OpenSUSE 11, Slackware 12
- HTML, CSS, PHP, WordPress, Joomla CMS
- Remote Access – VNC, RDP, OpenSSH, SSH

Skills and Hobbies:

- I can speak English, Tagalog and Cebuano fluently.
- I can easily adjust to different types of working schedules and conditions.
- I can do basic and advanced hardware and software troubleshooting of computer systems, mobile phones, and other electronic devices.
- I have ample skills on Microsoft Office (Word, Excel, Powerpoint, Outlook).
- I am well taught in the usage of Adobe Flash, Dreamweaver, and Photoshop CS.
- I am knowledgeable in the usage of Adobe Acrobat Pro to create manuals and brochures.
- As a hobby, I do technical writing on new products and technologies on the web. (<http://teeemoy.com>)
- I also have a knack for Photography (<http://teeemoy.com/photography>)
- I play computer games, basketball, and bowling.

Personal References:

Marion Dela Victoria

CEO/President

DLV Studios

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Dan Brian Gerona

Web Developer

Acme Web Solutions, Inc.

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