

**JON MEYNARD Q. DUNOL**

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**Career Objective**: To apply my knowledge and skills in providing good customer services and maintain the good reputation of the company as an excellent service provider with my own enthusiasm and hard work considering my qualification and ability to do the work and to further develop my knowledge and skills for continuous career development.

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| **Education** | **Bachelor of Science in Information Technology**  Graduated: December 2015  Saint Louis University  Baguio City, Philippines, 2600 | |
| **Work Experience** |  | |
| Aug 19, 2018 to Present | ***Work Control Center Specialist***  **KBR – US GOVERNMENT CONTRACTOR**  Naval Support Activity (NSA), Juffair, Kingdom of Bahrain   * Tools: KBR Maximo, NAVFAC Maximo and Microsoft Office * Technical Support of KBR MAXIMO Anywhere ITrades Mobile Application) * Focal point for managing, processing and controlling requested maintenance custodial and services work to be performed on facilities, building systems, equipment and other assets at NSA Bahrain. * Receives, verifies and prioritizes work requests from USG. Regulates the work coming into the work control center to ensure the timely and accurate creation, dissemination and documentation of work orders and related activity reporting across the Base * Creates work orders, enters labor, and necessary information needed then closes work orders when complete in KBR and NAVFAC Maximo. * Creates and or updates assets, routes, job plans and Preventive Maintenance (PMs) program in KBR and NAVFAC Maximo. * Prepares the Preventive Maintenance (PM) schedule and sending it out to USG. * Maintains the integrity of the work order system data. * Manages the data in the work control system and performs periodic updates of critical information. * Processes confidential information, maintains a complex filing system and develops process relative to the work control system. * Data analysis and slide presentation preparation for upcoming events, meetings and periodic deadlines. | |
| May 9, 2018 – July 14, 2018  (Part Time) | ***IT Assistant***  **Skilya (Media Company)**  Office 23, Rd. No. 3849, Al Seef District, Block No. 349, Kingdom of Bahrain  *Duties and responsibilities*   * Technical Assistant * Social Media Manager * Graphic Design for social media contents. * Manages and corresponds to email and phone inquiries. | |
| Oct 18, 2016  - June 14, 2018 | ***Office Administrator***  **Alsa Trading**,  P.O. Box: 15765, Manama, Kingdom of Bahrain  *Duties and responsibilities*   * Tools: Tally ERP, Microsoft Excel and other Microsoft office tool. * Supervise the Showroom, Stock Room and Service Center and or Monitor the production team * Sales and Hospitality * Manage phone calls and correspondence (email, letters, packages and others) * Planning and managing daily tasks, task distribution, cash management and others. * Creates and updates records of the company in terms of personnel, financial, customer’s insurance and other data needed for company production. Also performs accounting task, invoicing, receipt, quotation and budget tracking (TALLY ERP). * Track stocks and place order if needed (Inventory Management) * Submit timely report * Act as Secretary and reporting directly to the Managing Director | |
| Aug 2016 – Aug 2017 | ***Technical Support Representative / Subject Matter Expert***  **AT&T, SITEL Acticall**,  Baguio City, Philippines, 2600  *Duties and Responsibilities*   * Troubleshoots networks and devices over the phone. * SME or back end representative for fallout orders that includes research and solutions. * Proper handling of customer and Communicates to other departments for possible solutions and information if needed. * Call customers to give updates regarding their orders * Distributes tasks for the team for fallout orders. * Generates End of day report. | |
| **Trainings** |  | |
| Company Based OJT |  | |
| August – December 2015 | ***Data Analyst / Report generator / Receptionist***  **SITEL Academy, SITEL, Acticall**  Baguio City, Philippines, 2600 | |
| School Based OJT |  | |
| January – May 2014 | ***Web Developer / Data Analyst & Report Generator***  **NSTP & Archive Department**,  Saint Louis University,  Baguio City, Philippines, 2600 | |
| Skills | * Programming Language: Java, Microsoft.Net, PHP, JavaScript * Database Tools: MySql, Oracle, Microsoft Access * Other Software and Web Application: Microsoft Office Tools, JCreator, Netbeans, Microsoft Visual C#, Adobe Photoshop, Tally ERP and Maximo * Communication skills: Average written and oral * Interpersonal skills: Verbal Communication, Non-verbal Communication, Listening skills, Negotiation. Problem solving, Decision making, and Assertiveness * Other related skills: Research and Documentation, WBS using MS Project, Hardware and software installation and troubleshooting, Network Troubleshooting. | |
| Personal Information | Date of Birth: February 11, 1994  Citizenship: Filipino  Civil Status: Single | Place of Birth: Baguio City  Nationality: Filipino |

This is to attest that all information placed herein are true

Jon Meynard Q. Dunol