



# JEFFERSON TALavera

IT Technical Support

## CONTACT

### Address

Bldg 4-40 Temporary Housing  
Brgy 105, Tondo, Manila, 1013

### Phone

09956242530 (Globe)  
09914742736 (Dito)

### Email

jefftalavera13@gmail.com

## Skills

- PowerApps Programmer
- PowerAutomate
- Creating Mobile /Desktop Application using PowerApps or Firebase Studio
- Technical Issue Analysis
- Data Recovery
- Desktop Support
- TCP/IP
- MS Office /Copilot
- Troubleshooting
- PC/Laptop repair
- Imaging, Formatting
- Email Configuration
- Printer Configuration
- Wifi and router Configuration
- File Transfer /Domain
- CCTV Installation
- Remote Desktop Support
- Encryption (Bitlocker/Trend Micro)

**Astute Technical Support Specialist** with proven ability to analyze, diagnose, and resolve computer user support issues. Experienced in providing comprehensive technical support to users and resolving complex technical issues. Possesses knowledge of standard operating systems and networking protocols. Skilled in programming and capable of creating mobile and desktop applications for automation processes using PowerApps and PowerAutomate, experienced in creating website and web application using Firebase Studio.

## WORK HISTORY

- July 2023 – Present      **Regional Service Desk | IT Support**  
Drake Businesses Services Asia | Makati, City Philippines  
Assignment: World Health Organization (Philippines)
- Installation and configuration of computers (new or existing) with WHO operating system, productivity applications
  - Installation and configuring of mobile phones (new or existing)
  - Installation of common peripheral devices such printers, scanners, photocopiers, and network components. Perform routine preventive and reactive maintenance and checks.
  - Perform routine preventive and reactive maintenance and checks on common peripheral devices such printers, scanners, photocopiers, and network components
  - Assist in the IT hardware inventory management and IT information asset register User requests and incidents
  - Perform 1st level user support via the 3 main channels: phone, Zoom or other conferencing tool, email, and walk in clients at the IT front desk.
  - Setup meetings for VC and TC as per requirements
  - Manage and provide technical support to virtual or on-site meeting room AV system
  - Identify and resolve end-user IT problems on-site or remotely, escalate to other regional office IT staff or the WHO Global Service Desk if necessary
  - Support users in making and following up with common WHO IT Services
  - Assist end-users with personal backups and assist in performing the general office-wide backups if necessary
  - Record all incidents in the WHO IT ticketing system (Service Now platform)
  - Assist in training of end-users on usage of common software and hardware productivity tools Other/Projects
  - Support the local implementation of WHO Regional and global projects
  - Perform any other tasks as may be required by direct supervisors or management
- Sept 2022 – May 2023      **IT Technical Support**  
Firstdata Corp | Makati, City Philippines
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
  - Used ticketing systems to manage and process support actions and requests.
  - Collaborated with supervisors to escalate and address customer inquiries or technical issues.
  - Responsible for providing support via phone or email to end-users.
  - Responsible for dispatching and assigning tickets to desktop support officers Coordination with suppliers for repairs and replacements.
  - Provide regular update to users on the status of requests.
  - Perform other duties that may be assigned from time to time.

Personal Information

Date of birth: April 13, 1994  
Age: 29  
Citizenship: Filipino  
Civil Status: Married

Character Reference

Name: Antonio Basas Jr.  
Contact Number: 09175723700  
Email: junexbasas@yahoo.com  
Position: IT Infrastructure Specialist

Name: Ronaldo Domingo  
Contact Number: 09987592734  
Email: ron\_domingo@gmail.com  
Position: KCM Founder

Name: Ronald Mereria  
Contact Number: 09177144255  
Email: mereriar@who.int  
Position: Admin

Jan 2018 – **IT STAFF**  
July 2022 **Kalayaan Community Ministries | Tondo, Manila, Philippines**

- Create stand-alone desktop Application to Record Member Information using Vb.Net and MS Access that able to Create, Read, Update and Delete Data such as member information, etc. and storing data in database (MySQL or MS Access.)
- Repair / Upgrade Computer such as laptop or desktop.
- Part of the Board leaders (Planning and Executing of Plan for the church)
- Liquidate Daily Expenses and Document Report
- Youth Leader who organize events, summer camps for young people.
- Reaching out the community by doing ministry such as Youth Gathering, Youth Camps, and any church activities.
- Driver

Oct 2014 – **IT Associate**  
Apr 2016 **Capstone Technologies Inc. | Paranaque, Manila, Philippines**

- Create stand-alone desktop Application to compile Incident Reports using Vb.Net and MS Access that able to Create, Read, Update and Delete and storing data in database(MySQL or MS Access.)
- e-Pass reloading Kiosk Maintenance and Monitoring □ Installing, maintaining, and customizing personal computers.
- Troubleshoot computers, printers, and network of end user.
- Kiosk CCTV installation
- Windows OS Installation
- Designing of poster layout for sales and marketing promotion
- Maintaining of Incident Reports Monitoring System.
- Collect Daily Sales

EDUCATION

Oct 2011 – **BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY (BSIT)**  
Apr 2014 **Informatics International College | Manila, Philippines**

Sept 2016 – **3D animation and modelling**  
Nov 2016 **First Academy of Computer Arts | Makati, Philippines**

Mar 2018 – **Diploma in Ministry**  
May 2018 **The Bible College of Wales | Swansea, Wales, United Kingdom**

SCHOLARSHIP

From 2011 – **FULLY SCHOLAR (College)**  
2014 **RealLIFE Foundation | Taguig, Philippines**

I do hereby certify that the above mentioned information is true and correct.

  
Jefferson E. Talavera