

JOHN IAN UDANG

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 0277798045

 Raglan, WKO 3225

PROFESSIONAL SUMMARY

IT Support professional with over 5 years of experience providing technical support, troubleshooting end-user devices, and maintaining enterprise systems in fast-paced environments. Skilled in diagnosing and resolving hardware, software, and network-related issues while delivering excellent customer service to both technical and non-technical users. Proficient in Microsoft 365, Windows operating systems. A proactive and adaptable team player with strong communication skills, a problem-solving mindset, and a genuine passion for helping people and continuously expanding technical knowledge.

SKILLS

- Technical troubleshooting
- Remote support
- Customer service
- Network configuration
- LAN/WAN
- Linksys

EDUCATION

STI COLLEGE
PHILIPPINES • 03/2004

Associate of Science: Information
Technology

WORK HISTORY

Raglan Fish - Kitchen Hand
Raglan, WKO • 03/2024 - 02/2026

- Assisted in food preparation and kitchen organization to enhance efficiency.
- Operated kitchen equipment safely, ensuring compliance with health standards.
- Maintained cleanliness and sanitation of work areas, adhering to safety protocols.
- Preparing ingredients and assembling dishes accurately.

Concentrix, A SYNnex Corporation - Product Support Specialist
Tagayan De Oro City • 06/2005 - 03/2011

- Software Troubleshooting & Technical Support
- Level 1 & Level 2 Customer Support
- CRM Tools (Salesforce, ServiceNow, Zendesk)
- Provide Level 1 and Level 2 technical support for enterprise software products, resolving user incidents and service requests within SLA.
- Manage complete case lifecycle via CRM systems (Salesforce, ServiceNow), ensuring accurate and ITIL-compliant documentation.
- Collaborate with internal escalation teams and product developers to analyze root causes and deliver timely, high-quality resolutions.
- Deliver exceptional customer service, maintaining a consistent 95%+ customer satisfaction rating.
- Developed and maintained internal knowledge base articles, reducing average handling time and improving training efficiency.
- Act as point of escalation for junior support agents, providing guidance and coaching to enhance team performance.
- Handled daily technical support inquiries through multiple communication channels including phone, email, and remote sessions.
- Diagnosed and resolved software, network, and configuration issues across multiple platforms.

LANGUAGES

English

Full Professional

INTERESTS

- Drone Pilot
- Music
- Watching Movies and TV Shows

REFERENCES

Shiela Bacor

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