



Anthony Noel H. Bion

16-B Gasan Street, Brgy. Masambong, Quezon City, 1105, Philippines
Email: bionics132004@gmail.com / Skype: Anthony Noel Bion
Cell Phone Number: Globe - 09453228725

Employment History:

WIPRO LTD Philippines – Team Leader/WFM/MIS B2 Level (IT Helpdesk)

July 4 2022 up to October 7 2024

Work Description:

I am an **IT Service Desk Lead/Manager** assigned to an IT Helpdesk account for one of the biggest Australian companies. I am responsible of handling and managing IT Service Desk analyst to be well equip and to be well knowledgeable on how to assist end user/customer with their IT concerns. I am as well a **Queue Manager** of the account making sure that we are staffed correctly and plotting their schedules and breaks. I generate team reports and stats as an **MIS** and cascade that information to the team and report and present to the management and client to make sure that everything is align on what the business needs. I also do presentation client facing of daily, weekly and monthly service deliverables.

Optum Global Solutions – Casual Employee – Tech Support (IT Helpdesk)

December 1 2021 up to April 30 2022

Work Description:

I am assigned as an internal IT Helpdesk for all employee, contractors and vendors of Optum and United Health Group. In assisting them on password resets, log in setup and VPN connectivity issues. We also assisting new employees generating their MS credentials for logging in to their systems and also to their applications. Assisting about 10,000+ employees needing help about their IT concerns.

APEX POS Solutions – Relationship Helpdesk Manager/Team Leader
(Hardware/Software)

January 2019 up to November 2021

Work Description:

As a freelance IT Helpdesk Manager and directly hired POS vendor in the U.S. for supporting POS solutions for their customers. I was tasked to worked in any kind of hospitality like restaurants and hotels – in the most fast and convenient way with outmost customer service I can offer. We do help customers with how-to, troubleshoot and button programming. We also help with installations of POS terminals, terminal and network printers. I handle first line support calls and emails from customers and do escalation calls.

Condor POS Solutions – Help Desk Associate (Hardware/Software)

March 2015 up to October 2018

Work Description:

Assigned to a POS vendor in the U.S. for supporting POS solutions for their customers. I was tasked to worked in any kind of hospitality like restaurants and hotels – in the most fast and convenient way with outmost customer service I can offer. We do help customers with how-to, troubleshoot and button programming. We also help with installations of POS terminals, terminal and network printers. I handle first line support calls and emails from customers and do escalation calls.

Hewlett Packard (HP) - IT Helpdesk

June 2014 up to March 2015

Work Description:

Assigned to a Business-to-Business ITO account for HP. Handles server maintenance, hardware and software remotely. Monitoring outages and downtime in a real time environment thru our ticketing system and creating solution report to our clients via phone or email. Also generate and create daily, weekly and monthly report to our clients to maximize productivity and effectiveness of service being rendered for our clients. We do last level resolution and escalation for out-of-scope troubleshooting.

Hinduja Global Solutions - Customer Relations / Technical Support Representative

May 2010 up to April 2014

Work Description:

As a Customer Relations:

Handles escalation call for first line agents for customers who wants accommodations for their out of warranty products. Also handle customer relations obligation for unsatisfied customer in regards of warranty and services provided by OEM. My main goal is to buyback customers trust the brand and give the best customer service I can provide. As a Senior CSA I handle Queue Management or Backoffice duties for specialize files for review and providing correct resolution or options for customer for customer loyalty and good product branding.

As a Technical Support Representative:

We handle technical support for customer products of the OEM. Specializing in their regular TV and internet enabled TV. To ensure quality client sends survey to customers to fill up to know if I'm more adapt and knowledgeable on my work and responsibility to give the best customer service.

Stream Global Contact Solutions - Technical Support Professional

October 2009 up to April 2010

Work Description:

As a technical support professional, I handle first contact call from customer having issues with their printer. As an IPG TSP, we guarantee the level support, quality and customer satisfaction that we give to each and every customer.

- Have been the top CSAT performer for the month of November and December.
- Top 3 of our training class.

Infosys - Senior Process Executive

January 2009 up to August 2009

Work Description:

We handle back-end office processing and front office duties by handling inquiry calls and sending e-mail notifications for corporate customers regarding their pending order. I'm an Escalation Process Manager and an Assistants Team Leader (POC) who handles a team to ensure all calls are well handled and ensure quality and make sure that our team will be calibrated in new processes. If the need arises, I pacify all escalation calls as well as a Subject Matter Expert for the process.

- Pioneering batch for newly account and did the first closed case order.
- Handled high-end account for Fortune 500 companies.
- Awarded as the most Booked Order for an ATM.

Dell International Services Philippines - Senior Technical Support Resolution Expert

March 2008 up to November 2008

Work Description:

We provide premiere software support to consumer. We do up selling of policy contract for non-entitled consumers who has no software warranty. I provide positive customer experience by giving personalize and upmost support in malware issues, networking, application set-up and how-to 's regarding their 3rd party software. As a Dell badge employee, we provide customer satisfaction and transparency of our support, troubleshooting and resolution to entitled customers. As a Senior 2nd level support, we entrust our expertise.

- Have passed the Resolution Expert Certification in 2 months' time
- Pioneering batch for one of the LOB's of this company

Sykes Asia Inc. - Tech Support Representative / Tech Support Professional/ OIC

September 2005 up to February 2008

Work Description:

As a Technical Support Representative:

Assigned in one of their technical accounts in supporting consumer and small business customers in their DSL connection. I handle calls and help them to connect again and troubleshoot or isolate some issue regarding their connection. I make it a way that every customer that I talk to will have a good experience even were doing some technical stuff. Assigned to be an OIC of the team for 3 months.

- AHT Buster for 8 weeks for the month of December and January
- Winner of the Iron challenge for the most OTs rendered
- Most CSAT generator for the month of November
- Best in Attendance

As a Technical Support Professional:

Worked with one of the biggest telcos in the United States. We handle corporate account in the US and we manage, maintain, troubleshooting their data communication specifically their cisco or Nortel routers. We determine what causes the outage or a bounce connection. We do problem determination if it is a layer 1-, 2- or 3-layer issue. Then notify customer immediately and precisely of what really the issue.

- TOPS 5 in TSP stack ranking for the month of January, March, April and May
- BEST Senior TSP for the month of July and August
- Best in Attendance

Education:

College: Technological Institute of the Philippines

Course: Electronics and Communications Engineering

Inclusive Years: June 1996 to April 2000

Secondary: Philippine Christian University

Graduated: April 1996

Anthony Noel Bion