



Ariel J. Arivara

IT Support Specialist

I am a reliable IT Support that has a variety of technical experience and client service focused with more than 6 years career experience being a Site IT Specialist. Highly adept at addressing account's issue directly in systems analysis, diagnostics, troubleshooting and conflict resolution. Possess excellent organizational, analytical and problem solving skills. Works well in team environment and displays strong work ethic.

Professional Skills

- Vast technical knowledge.
- Strong communication skills.
- Problem-solving skill.
- Ability to multi-tasks.
- Customer Service.
- Tech-Savviness.
- Flexibility.

How to reach me:

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www.linkedin.com/in/arielarivara

Facebook:

<https://www.facebook.com/arielarivara>

Instagram:

<https://www.instagram.com/ayelariel/>

<https://arielarivara.wixsite.com/myself>

Educational Training

Skill Power Institute
*Bachelor of Science in
Computer Science*

- Attended from June 2010 to April 2014 (Graduate)

San Jose National High School

- Attended from June 2001 to May 2005

Work Experience

*Specialist, Site IT Support
Teleperformance Philippines
June 15, 2015 to June 30, 2020*

- Responsible in deployment of desktops, laptops, IP phones and tablets and provides installation and support for the technical and software issues of those devices.
- Create Windows OS using Microsoft Deployment Toolkit and develops executable automated scripts for implementation of changes depends on the accounts' needs.
- Using ticketing system to address requesters issues participates to incident management for further troubleshooting and RCA for outages.

*Desktop Support Analyst
Aegis Peoplesupport Inc.
June 5, 2014 to June 10, 2015*

- Responsible in deployment of desktops, laptops, IP phones and responsible in the distribution of Microsoft updates via WSUS.
- Create Windows OS using Microsoft Deployment Toolkit and develops executable automated scripts for implementation of changes depends on the accounts' needs.

Desktop Support

*Internship at Aegis PeopleSupport
December 2013 to March 2014*

- Responsible for desktops, laptop, thin clients and Avaya VoIP phones deployment and concerns.
- Inventory, documentation and reporting of IT assets.

Areas of Expertise

- Active Directory
- Microsoft Deployment Toolkit
- Remote Desktop Support
- Ticketing System
- Web Design
- Photography

Summary of Traits

- Equally effective and flexible in working independently and in cooperation with others.
- Responsible for prioritizing work with patient and diligent.
- Respects others thoughts and ideas, encourages new opportunities and new technology.
- Strong Interpersonal and technical skills and know how to handle and deal with different kinds of people and circumstances.
- Strong willed, determined, and passionate to achieve a certain goal.
- Good listener, fast learner and loves learning new things.