

ZAPHAIRE M. LELIS

Purok 1, Javier Sogod Southern Leyte, 6606
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Career Overview:

Seasoned professional with a strong background in IT Service Desk Analyst within the Information Technology Outsourcing (ITO) industry. Recognized for exceptional communication skills, adept at effectively conveying technical concepts to diverse audiences. Proven track record in troubleshooting and delivering technical support with clarity and empathy, fostering seamless IT system operation and enhancing user experience.

WORK EXPERIENCE

IT Service Desk Analyst

Raven Technologies Inc.
03/07/2021 - 04/31/2024

Job Order-Kiosk

Southern Leyte State University – Main Campus
10/07/2020 – 12/22/2020

Enumerator

Philippine Statistics Authority – Provincial Statistics Maasin City
08/10/2020 – 09/18/2020

EDUCATION

Bachelor of Science in Information Technology major in Networking

Southern Leyte State – Main Campus
University Date Graduated: June 20, 2020

SOFT SKILLS

Communication Skills
Active Listening
Networking Abilities
Research Skills
Time Management
Attention to detail

TECHNICAL SKILLS

IT Technical Operations
O365/Google Workspace
End User Management
Microsoft Active Directory
Computer Networking
VPN

PROFESSIONAL LICENSE & CERTIFICATION

Computer System Servicing NC II
Google Cloud Certified Professional Workspace Administrator
Licensed Professional Teacher
Microsoft Office Specialist

I certify that the above information is true and correct to the best of my knowledge and skills.

Zaphaire M. Lelis