**Alvin Esguerra Dimaranan**



16-1 Block I Pelangi damansara condo, Kota damansara

Petaling jaya Malaysia

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**Licenseure**

**JLPT2/N2 Japanese Language Proficiency**

**Dela Salle University**

**JLPT level 3**

**Waseda University Tokyo Japan**

**PERSONAL INFORMATION**

**Date of birth:** June 07, 1982 **Height:** 5’5’’

**Place of birth:** Mendez, Cavite **Civil Status:** Single

**Age:**  31 years old **Citizenship:** Filipino

**Gender:**  Male **Weight:**  130 lbs

**Work Experience**

**Japanese Technical Specialist Team Lead**

**Computer Science Corporation**

Kuala Lumpur Malaysia

February 5, 2014, up to present

**Duties and Responsibilities**

* Maintain SLA resolving client quires by phone and emails
* Supporting user for Manulife and GE japan user
* Resolving issues about Lotus notes and other MS office tools
* Password resets for RSA token, Active Directory, Lotus notes and other security ID
* Handling Level 2 Support ticket using Remedy, SM7, Mainframe USD tickets.
* Monitoring servers alert in Control M, and Solaris support

**Japanese Desktop Support Specialist (Team Leader)**

**Polaris Singapore**

**Deployed at AMWAY Tokyo Japan**

７-１ Udagawacho, Shibuya, Tokyo 150-0042, Japan February 18, 2013 to January 5, 2014

**Duties and Responsibilities**:

* Monitor evaluate team performance.
* iPhone/iPad, PC and Monitor inventory
* Lotus Notes application support
* All PC issues support ( Windows 7 and Windows XP)
* IOS issue support and enrollment of iPhone/iPad to Maas360
* Resolve issues in Bitlockers, VPN connection/intranet, and other software application.
* Escalates users problems with Lotus Notes, LAN, WAN, WiFi, Office general issue for Windows 7 XP and Vista.
* Receiving Japanese and English calls concerning to all PC issues
* Handling Level 2 Support ticket using Remedy.

**Japanese / English Global Service Desk**

**Mindtech Singapore**

**Deployed at TetraPak**

Tuas Jurong Singapore

September 17, 2012 to February 17, 2013

**Duties and Responsibilities**:

* Handling raised ticket of different IT teams and company users.
* Remote user desktop and provide a fixes to each problems
* Configuring CISCO phones, wireless, and IP communicator
* Providing SAP access activation, unlocking and resetting password of user
* Resolve issues in Bitlockers, JAVA, Outlook, VPN tokens and Call manager
* Escalates users problems with outlook, LAN, WAN, WiFi, Office general issue for Windows 7 XP Vista.
* Receiving Japanese and English calls to give information about SAP, Network outages

**Japanese / English Remote Desktop Specialist**

**People Plus Tech**

**Deployed at Accenture for GEEK SQUAD and VERIZON support**

**Japanese Remote Desktop Specialist**

25th floor Cyber gate 2 Pioneer Street

Mandaluyong City

March 15, 2010 up to September 15, 2012

**Duties and Responsibilities**:

* Provide services to client using Japanese business communication
* Guide the Japanese about the process of software installation
* Computers and peripherals within established standards and guidelines
* Remote the client desktop through the use of Log Me In rescue
* Troubleshooting of operating systems (Windows Vista/XP/Win 7)
* Updating the windows service pack from 1 to 2 or 3
* Repairing Windows Update Error like Microsoft.Net Errors and other security Management errors
* Use scanning tools like ATF, Tdsskiller, Dissect, Hijackthis and Geek squad support tools like MRI and Customizer
* Responsible for software related installation ie: Kaspersky Anti Virus Webroot Norton , Trend Micro, MacAfee, A squared, Adobe reader and Flash Player, JAVA, CCleaner, Malware Bytes Configuration, Connectivity issues etc .
* Working knowledge of Microsoft Deployment Toolkit (MDT) 2010 or 2012
* Demonstrated ability assessing an IT Infrastructure and making recommendations that improve the overall desktop environment

**Japanese Language Trainer**

**Philippine Assist Life Foundation**

CYA Bldg. EDSA Extn.

Pasay City

July 2007 up to July 2012

**Trainee Supervisor (Japanese Interpreter)**

**Tachi S Company**

Aichi Ken, Nagoya shi, Japan

August 2008 November 2008

**Trainee of Japan International Training Cooperative (JITCO)**

**Friend Nippon Japan**

Tokyo, Japan

**Trainee (Japanese Interpreter)**

**Deployed at CANON Chemical Co.,ltd.**

Tsukuba Japan

Ibaraki ken Tsukuba shi Japan

May 6, 2004 to April 4, 2007

**EDUCATION**

**Japanese Language**

April 6, 2004 to April 4, 2007

**Friend Nippon Japan**

**Tsukuba Japan**

Tokyo Japan

**Bachelor of Science in Business Management**

**Major in Economics**

1998 – 2002

**Cavite State University**

Indang, Cavite

**High School**

1994 -1998

**Constancio E. Aure National High School**

Asis, Mendez, Cavite

**Elementary**

1988 - 1994

**Asis Elementary School**

Asis Mendez Cavite