

ZOSIMO UY, JR.

Computer Engineer

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General Trias, Cavite

Digital Business Card

LinkedIn

Github

Summary

Experienced professional with a strong background in technical support and a proven ability to adapt to new technologies. Over 3 years, I have successfully transitioned between different technologies, showcasing my adaptability and commitment to staying updated with industry trends. Skilled in hardware, software, account, and digital support, with a focus on providing exceptional customer service. Committed to leveraging technical expertise to contribute to a positive customer experience and support team success.

Work Experience

Technical Support - Advisor

Conduent Philippines · September 2019 - January 2023

- Provided comprehensive technical support for mobile and desktop devices, including hardware and software troubleshooting, account management, accessibility features, and digital services.
- Leveraged in-depth knowledge of mobile and desktop operating systems to effectively assist client users with technical issues.
- Demonstrated expertise in diagnosing and resolving hardware and software issues, ensuring a high level of user satisfaction.
- Stayed updated on industry trends and best practices, contributing to the delivery of high-quality support.
- Delivered exceptional customer service skills by actively listening to client users, understanding their needs, and providing timely and accurate assistance.
- Maintained accurate records of client users interactions and technical solutions.

Design Engineer Associate

Castem Philippines · August 2018- January 2019

- Developed CAM programs for tooling and machining, optimizing manufacturing processes.
- Proficiently used 3D design with SPACE-E/CAD for injection molding and parts design.
- Collaborated in design reviews and cross-functional teams, improving product designs.
- Adapted quickly to new technologies, staying updated with industry trends.

Skills

- Technical Support
- Apple Product Knowledge
- Operating Systems (Windows, iOS, iPadOS, macOS)
- Computer Hardware & Software Troubleshooting
- Computer Networking
- Web Development
- MySQL, Git,
- Customer Service
- Adaptability
- Versatility
- Analytical
- Problem-Solving
- Communication
- Teamwork
- Attention to detail

Education

Bachelor of Science in Computer Engineering

System Technology Institute · June 2012 - May 2018

Certifications

Full-Stack Web Development
Kodego PH · Feb-May (2023)

Developer Fundamentals
SkillSoft · June 2023

JavaScript Algorithms & Data Structures
freeCodeCamp.org · June 2023

References: Available upon request.