



EDRICK F. VICTORIA

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📄 Family-Personally Visit Visa

OBJECTIVE

To secure a challenging and responsible position wherein I can fully utilize, contribute, and empower my knowledge, skills, and abilities to perform efficiently and effectively in adding value to the betterment of the company. In addition, to be able to fulfill my personal and career goals, and to enrich my values.

EDUCATION

TERTIARY:



MAPÚA UNIVERSITY
Bachelor of Science in Computer Engineering
Specialization in Robotics and Mechatronics
Intramuros, Manila, Philippines
2010 – 2016

SECONDARY:



PASIG CHRISTIAN ACADEMY
High School Diploma, Class Valedictorian
Awards: Leadership Awardee, Service Awardee, Excellence Awardee
Pasig City, Philippines
2008 - 2010



PHILIPPINE SCHOOL DOHA
Al Messila, P.O. Box 19664, Doha, Qatar
2006 – 2008

CERTIFICATIONS



CISCO CERTIFIED NETWORK ASSOCIATE
ROUTING AND SWITCHING (CCNA R&S)

Issuing Organization: Cisco
Cisco ID (CSCOID): CSC013081856
Certification No.: 426524170454CNWI
Issued on: **October 8, 2016**



MICROSOFT CERTIFIED:
AZURE FUNDAMENTALS (MCAF)

Issuing Organization: Microsoft
Microsoft Certification ID (MCID) : 990110378
Certification No.: H453-7613
Issued on: **July 9, 2020**



MICROSOFT CERTIFIED:
AZURE ADMINISTRATOR ASSOCIATE (MCAA)

Issuing Organization: Microsoft
Microsoft Certification ID (MCID): 990110378
Certification No.: H500-8646
Issued on: **August 27, 2020**

WORK EXPERIENCE

SYKES ASIA, INCORPORATED

CUSTOMER SERVICE AGENT II - TECHNICAL SUPPORT PROFESSIONAL

October 2016 – December 2018

K-Pointe Building, Gilmore St. corner Aurora Boulevard, Quezon City, Philippines

DUTIES AND RESPONSIBILITIES:

Under U.S. Based Outsourced Accounts: AT&T Basic VoIP IP Flexible Reach, AT&T Voice DNA, AT&T Collaborate

Summary: Support team interfaces with internal AT&T affiliates, external equipment vendors and customers to resolve network troubles on IP Flexible Reach and Voice DNA services.

- Works as part of a 24X7 staff that caters to inbound calls, outbound calls and issued tickets from customers to deliver network technical support to address escalations.
- Provides leadership skills and technical troubleshooting to address complex network issues in real time to restore service.
- Identifies root causes, workarounds, resolutions, testing and implementation of vendor / IT fixes or design changes.
- Facilitates customer router configuration and replacement and utilizes analysis tools on customer voice call samples.
- Identifies transport troubles that include router hard down, no internet, internet latency, cannot access a specific website, no inbound or outbound calls, cannot make or receive calls from and to specific numbers, voice quality issues, one-way audio issues, and other circuit-related issues.
- Works and assists in the coordination with 3rd-party customer PBX vendors, outside consultants, and engagement of internal AT&T affiliates to assist in troubleshooting the Basic VoIP network.
- Handles a cloud-based phone telephony system which has features such as hunt groups, auto-attendants, voicemails, conferencing, web meetings, employee availability unified in one application.

ON-THE-JOB TRAINING

SKY CABLE CORPORATION

PC SUPPORT TECHNICIAN

September - December 2015

6th Floor ELJ Communications Center, Mother Ignacia Avenue, Quezon City, Philippines

DUTIES AND RESPONSIBILITIES:

Summary: Facilitates the overall management and deployment of IT facilities of the employees.

- **PC Software management:** PC formatting and partitioning, domain and network configuration, installation and configuration of software applications such as e-mail, chat, finance, and billing, checks for software updates, Windows activation, Windows recovery, creation of default local users and admin, manages PC accounts including password resets and network account lockouts.
- **PC Hardware management:** checks the inventory of hardware components, maintenance as well. Assists employees regarding technical issues with their PC components and cable connections.

SKILLS AND QUALIFICATIONS

Oral communication skills	
Written communication skills	
Interpersonal skills	
Evaluation skills	
Analytical skills	

- ✓ Proficient in **English** and **Filipino** both oral and written.
- ✓ Excellent **customer service skills** in face-to-face, phone, and e-mail interactions.
- ✓ Good **problem-solving skills**: asks relevant questions, diagnoses and provides quick resolutions.
- ✓ Good **documentation skills**: keeps records of issues and resolutions, explains & documents issues clearly.
- ✓ Experienced in **remote troubleshooting** and walks customers with clear instructions.
- ✓ Experienced in **ticket-based** support system.
- ✓ In-depth knowledge of **PC and laptop computer hardware and software systems and peripherals**.
- ✓ Skillful in **PC technical support & troubleshooting**:

HARDWARE SOFTWARE

- ✓ Able to **install, modify, troubleshoot, diagnose, and resolve** computer hardware and software issues.
- ✓ Knowledgeable of **Windows Server products, Windows OS, Mobile devices, and Active Directory**.
- ✓ Competent in **Microsoft Office applications**: Word, Excel, PowerPoint, Outlook, Project, and Visio.
- ✓ Knowledgeable in **HTML, C, C++, C#, Assembly Programming, Cisco Packet Tracer, Visual Studio and Arduino**.
- ✓ Experienced in managing **Cisco and Edgemark** routers; configuration, operation, and troubleshooting.
- ✓ Knowledgeable in **Basic VoIP** network management, support, configuration, and troubleshooting.
- ✓ Knowledgeable in **network topologies and protocols, traffic management protocols** (OSPF, BGP, EIGRP, MPLS) and **IPv4 and IPv6 routing technologies**.
- ✓ Knowledgeable in **LAN and WAN, internetworking devices** (router, switches, and gateways), configuring and routing **IP addresses**, implementing **subnetting**.
- ✓ Solid foundational level knowledge of **Microsoft Azure** fundamentals, concepts, and administration.
- ✓ Possess basic knowledge in managing **cloud services** that span **storage, security, networking, and compute** cloud capabilities.
- ✓ **Hardworking, adaptable, fast learner, active listener, multi-tasker, team-player, goal-oriented, customer-oriented, detail-oriented.**

PERSONAL INFORMATION

Birth Date	: January 20, 1994
Birth Place	: San Juan, Metro Manila, Philippines
Nationality	: Filipino
Civil Status	: Single
Height	: 5 feet 8 inches
Religion	: Christianity
Father	: Enrique M. Victoria
Mother	: Edna F. Victoria

AFFILIATIONS



CLASS PRESIDENT

Computer Engineering Graduating Class - International Seminars and Fieldtrips in South Korea, Mapúa University (Intramuros, Manila, Philippines)
3rd Quarter, School Year 2014 - 2015



ASSISTANT PUBLICATIONS COORDINATOR

Institute of Electrical and Electronics Engineers, Inc. Mapúa University (IEEE-MUSB)
May 2014 - July 2014



MEMBER

Institute of Electrical and Electronics Engineers, Inc. Mapúa University (IEEE-MUSB)
March 2014 - Present

RESEARCH PAPERS AND PROJECTS HANDLED:

- Fingerprint Recognition in Touchscreens (Methods of Research)
- The Silver linings of Cloud Storage (Research)
- Very Light Cloud Laptop (Technopreneurship)
- Student Record++ (Advanced Computer Programming)
- Digital Stopwatch (Logic Circuits and Switching Theory)
- 4x4 Random Access Memory (Advanced Logic Circuits and Switching Theory)
- Synchronized Music LED Display using NI Elvis II (Microprocessors)
- Class Record (Systems and Analysis Design)
- Digital Audio Processing (Digital Signal Processing)
- Robotic Tea Brewing (Feedback and Controls System)
- Pick-and-Place Robotic Arm (Robotics and Mechatronics 1)
- Sensor-Automated Tissue Dispenser (Robotics and Mechatronics 2)
- Four-Wheeled Sensor-Automated Obstacle Detector Car (Robotics and Mechatronics 3)
- Four-Wheeled Weight Sensor-Automated Skateboard (Robotics and Mechatronics 4)

UNDERGRADUATE THESIS:

Thesis Project: “Electronic Vision System with Personalized Calibration of Color Compensation for People with Partial Color Vision Deficiency using Raspberry Pi Digital Image Processing”

By: Roy Jayson B. Galang, Anne Shirley M. Josafat, and Edrick F. Victoria

Advisers: Engr. Febus Reidj G. Cruz and Engr. Dionis A. Padilla

Award: 21st Mapúa EECE Thesis Colloquium S.Y. 2015 - 2016 2nd Quarter Term: “Best Presenter”
April 2014 - December 2015

UNDERGRADUATE DESIGN:

Design Project: “Wireless Public Address System with Voice Message Recording Using Radio Frequency Transmission” for Chairwoman Gladys C. De Jesus of Barangay 657, Zone 70, District 5, Intramuros, Manila, Philippines

By: Anne Shirley M. Josafat, John B. Mañalac, Jennicy D.P. Milambiling, and Edrick F. Victoria

Advisers: Engr. Analyn N. Yumang and Engr. Glenn V. Magwili

July 2014 - March 2015

REFERENCES

ENGR. DIONIS A. PADILLA

Thesis Adviser, Design Project Professor
dionisabarcopadilla@gmail.com
Mapúa University, Intramuros, Manila

ENGR. GLENN V. MAGWILI

Robotics and Mechatronics Track Adviser,
Design Project Adviser
gvmagwili@mapua.edu.ph
Mapúa University, Intramuros, Manila

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🏠 Family-Personally Visit Visa

COVER LETTER

Dear Hiring Manager,

I am writing to express my interest in seeking a job position wherein I can fully utilize my expertise and knowledge in providing engineering support in Network Operations, Management, Administration, as well as Information Technology (IT) Help Desk or Desktop Support in your respective company. I am currently in Doha, Qatar and under a Family Visit Visa.

I believe that my strong technical experiences, customer service and communication skills, and educational background make me a highly competitive candidate. The key strengths that would support my success in a related position include:

- I am a graduate of Bachelor of Science in Computer Engineering.
- I took up Cisco Certified Network Associate (CCNA) - Routing & Switching.
- I am a Microsoft Certified Azure Fundamentals and Microsoft Certified Azure Administrator Associate.
- I have 2+ years of work experience in Networking, Customer service, Technical support over Voice over IP network environment.
- I am experienced in taking queries, calls, tickets, and e-mails from different clients having technical issues.
- I am exposed to real-time technical support issues, record and document issues in a ticket log, and provide quick resolutions.
- I am skillful in PC hardware and software support and troubleshooting.
- I have worked with customers, phone vendors, affiliated departments, and IT personnel to troubleshoot under time and pressure.
- I have outstanding oral and written communication skills, interpersonal, evaluation, analytical, and documentation skills.
- I am hardworking, adaptable, fast learner, active listener, multi-tasker, team-player, and goal-oriented.

With a Bachelor of Science in Computer Engineering degree, I have a comprehensive understanding of Computer Systems, Hardware, and Software. I am able to install, modify, diagnose, troubleshoot, and resolve computer hardware and/or software issues including Local Area Networks (LAN), Wide Area Networks (WAN), and other systems. I am also knowledgeable of Windows Server products and Operating Systems. I also have a good understanding of Network topologies and protocols. I am familiar with Cisco and Edgewater routers. I have experience in configuring and managing routers, configuring IP addresses, troubleshooting internet network connectivity and call issues of IP phones. I am also familiar with Microsoft Azure fundamentals, concepts, and administration. I have solid foundational level knowledge of cloud services and how these are provided with Microsoft Azure. I possess basic knowledge to manage cloud services that span storage, security, networking, and compute cloud capabilities. I have a deep understanding of each service across the full IT lifecycle, and take requests for infrastructure services, applications, and environments.

If there are related vacant positions in your good company, please refer to my resume for my educational background, extensive job duties and responsibilities of my work experience. If you have any questions, I can be reached anytime via email at victoria.edrick@gmail.com or by mobile, +974-50044056. I am available for interviews and I am able to join immediately.

Thank you for your time and consideration. I am looking forward to speaking with you about an employment opportunity in your good office and hoping for your kind response.

Sincerely,



Edrick F. Victoria

QATAR VISA – FAMILY-PERSONALLY

Visa Number	: 212019004972	Name	: Edrick Faustino Victoria
Application Number	: VW2019005210	Nationality	: Philippines
Date of Issue	: 2019-08-06	Gender	: Male
Visa Validity	: 2019-10-18	Passport Number / Type	: P2596074B / NORMAL
Description of Visa owner	: Passport Holder	Passport Validity	: 2029-07-17
Visa Type	: Family - Personally	Date of Birth	: 1994-01-20
Purpose of Visa	: Family	Profession	: Child
Duration of Residence	: 1-Month	Sponsor Name	: Enrique Marinas Victoria

STATE OF QATAR
MINISTRY OF INTERIOR
General Directorate of Passports



دولة قطر
وزارة الداخلية
الإدارة العامة للجوازات



Visa Number :	212019004972	Application Number:	VW2019005210
Date of Issue:	2019-08-06	Visa Validity :	2020-10-18
Description of Visa owner :	Passport Holder	Visa Type :	FAMILY- PERSONALLY
Purpose of Visa :	FAMILY	Duration of Residence:	1 - MONTH
Name :	EDRICK FAUSTINO VICTORIA		
Nationality :	PHILIPPINES	Gender :	Male
Passport Number / Type :	P2596074B NORMAL	Passport Validity:	2029-07-17
Date of Birth:	1994-01-20	Profession :	CHILD
Sponsor Name:	ENRIQUE MARINAS VICTORIA		

Note: Medical Examination and Extension should be undertaken within one month from the date of entry to Qatar

COLLEGE DIPLOMA - MAPÚA INSTITUTE OF TECHNOLOGY

658 Muralla St., Intramuros, Manila 1002, Philippines

Bachelor of Science in Computer Engineering

Graduation Date: **February 18, 2016**



CISCO CERTIFIED NETWORK ASSOCIATE ROUTING AND SWITCHING

Date Certified : **October 8, 2016**
Valid Through : **October 8, 2019**
Cisco ID No. : **CSCO13081856**
Certification No. : **426524170454CNWI**



CISCO CERTIFIED NETWORK ASSOCIATE BOOTCAMP TRAINING

RIVAN IT Training System

RIVAN IT Training Center

2138 Unit A-1-2 Mendiola Square Building, C.M. Recto, Manila, Philippines

August 15 to 19, 2016



MICROSOFT CERTIFIED: AZURE FUNDAMENTALS

Issuing Organization : Microsoft
Microsoft Certification ID : 990110378
Certification No. : H453-7613
Date of Achievement : July 9, 2020

Microsoft Certified Azure Fundamentals

EDRICK F VICTORIA

Has successfully completed the requirements to be recognized as a Microsoft Certified: Azure Fundamentals.

Date of achievement: July 09, 2020



A handwritten signature in black ink, appearing to read "N. Satya".

Satya Nadella
Chief Executive Officer



Certification number: H453-7613

MICROSOFT CERTIFIED: AZURE ADMINISTRATOR ASSOCIATE

Issuing Organization : Microsoft
Microsoft Certification ID : 990110378
Certification No. : H500-8646
Date of Achievement : August 27, 2020
Valid until: : August 27, 2022

Microsoft Certified Azure Administrator Associate

EDRICK F VICTORIA

Has successfully completed the requirements to be recognized as a Microsoft Certified: Azure Administrator Associate.

Date of achievement: August 27, 2020
Valid until: August 27, 2022




Satya Nadella
Chief Executive Officer



Certification number: H500-8646

CERTIFICATE OF EMPLOYMENT – SYKES ASIA, INC.

Customer Service Agent II - Technical Support Professional

K-Pointe Building, Gilmore St. corner Aurora Boulevard, Quezon City, Philippines

October 31, 2016 – December 8, 2018



10th Floor, Glorietta 1 BPO Office Tower
Ayala Center,
Makati City 1226 Philippines
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fax +63 2 849 9390
www.sykes.com
ph.sykes.com

C E R T I F I C A T I O N

27 February 2019

This is to certify that **Mr. Edrick Faustino Victoria** was an employee of SYKES Asia, Inc. from October 31, 2016 to December 08, 2018. He was a CUSTOMER SERVICE AGENT II, TECHNICAL SUPPORT PROFESSIONAL.

This further certifies that he has processed his clearance and has been cleared of all accountabilities from the Company.

For your information, SYKES Asia, Inc., with Corporate Headquarters located in Tampa, Florida, USA, provides customer support solutions for the Asia Pacific region through its Manila Call Center.

This certification is being issued upon the employee's request to be used for **whatever legal purpose this may serve.**


JOHN VICTOR OLASO
Manager, Site Human Resources