

MARK GERALD D. BURTON

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OBJECTIVE: To establish a career where my professional growth is contributory to the growth of the company. I understand that is more of what I can contribute to the organization than what the organization can contribute to my development.

SUMMARY:

Certified for Computer Hardware Servicing NC II
Good multi-tasking ability especially with computer related applications.
Proven ability to work under pressure or with minimal supervision.
Team player as well as single contributor

TECHNICAL SKILLS:

Proficient with Microsoft Office Applications (Word, Excel and PowerPoint)
Base Knowledge with Windows OS (Vista, XP, Win7)
Working Knowledge with Visual Basic (.Net)
Advance XML Programmer (CALL CENTER SCRIPT CRM)
Basic PHP Language
HTML Language
MYSQL
CSS BOOSTRAP
WORDPRESS WEBSITES
SHOPIFY WEBSITES

PROFESSIONAL EXPERIENCE

IT Associate (November 2019 to PRESENT8)

Embarcadero Hotel

Provides technical support in the use of personal computer hardware, software.
Sets up and configures desktop computers, peripherals and accounts assigning security level
Installs software and installs and repairs hardware and peripherals
Troubleshoots, diagnoses problems, implements corrective action procedures and/or escalates to other technical resources as appropriate
Troubleshoots, repairs and maintenance for computer
Acts as a customer liaison for the computing operation, communicating, resolving, and/or initiating the resolution of problems and concerns;
Works with hardware vendors to resolve equipment failures/problems
May perform routine security checks on the system; Installs, repairs and removes wire and cable lines
Contributes to unit goals by accomplishing related duties as required.

CCTV OPERATOR / IT Associate (July 2018 to November 2018)

Misibis Bay Resorts

- Responsible for operating
- Maintaining surveillance equipment
- Watching both live and recorded video surveillance footage
- Reporting incidents or suspicious behaviour
- Troubleshoot CCTV Equipment if needed

CCTV OPERATOR (February to July 2018)

Hotel St. Ellis

- Responsible for operating
- Maintaining surveillance equipment
 - Watching both live and recorded video surveillance footage
- Reporting incidents or suspicious behavior
- Troubleshoot CCTV Equipment if needed

CCTV OPERATOR / IT Associate (August 2017 to February 2018)

Misibis Bay Resorts

- Responsible for operating
- Maintaining surveillance equipment
- Watching both live and recorded video surveillance footage
- Reporting incidents or suspicious behaviour
- Troubleshoot CCTV Equipment if needed

Freelance Website Developer (August 2016 – June 2017)

Work at Home based

- Creating responsive website using HTML, CSS, PHP
- Wordpress Ecommerce

Web Developer / IT (Feb 2016 – August 2016)

Juanderful Adventures Travel Agency

- Keeping the website UP and a good condition
- Do some troubleshooting
- Change the code for packages and add some features

Account Officer (Nov. 2015 - Feb 2016)

Rural Bank of Guinobatan

- Offering Loans to the small micro business

SR. ASSOCIATE (Feb 2015 - Nov. 2015)

Innodata Knowledge Services, Inc. (BPO)

- Department affiliation, Reporting and supervisory line.
- Detailed duties and responsibilities expected of the position.

DATA ANALYSTS (June 2014 to Feb 2015)

Synergia BPO Solutions Inc. (Call Center and BPO)

Data Analysis within this call center means that I am to source data that would be used by the telemarketers. Such data must be compliant to campaign standards and DNC rules.

Responsible for data research using search engines or specified internet directories. Manually transferring related online data to worksheets. (800 records per day)

Analyze how to export online subscription data, extracting them and matching them into the fields for each campaign.

Analyzed assigned documents, proofreading and carrying out of text and corrections according to specifications and standards.

XML PROGRAMMER (June 2013 to May 2014)

Perfect Pitch Tech Inc. (Technology Company and Call Center)

I was promoted to being an XML Programmer with the following responsibilities: Programming outbound call scripts using XML into our CRM's call center software.

- | Design our clients script appearance based on their needs
- | Revise or edit call scripts during promotions of clients.

Programs the live-transfer protocols from the call script into the call center dialer.

PERSONAL DATA:

AGE: 28
 CIVIL STATUS: MARRIED
 CITIZENSHIP: FILIPINO
 DATE OF BIRTH: OCTOBER 30, 1992
 HEIGHT: 5'6

EDUCATIONAL BACKGROUND:

Primary: Magallane North Central School
 Magallanes, Sorsogon
 (SY 2006)

Secondary: Magallanes National High School
 Magallanes, Sorsogon
 (SY 2009)

Tertiary: **Diploma in Information Technology**
 St. John Bosco Institute of Arts and Science
 Pasig City (SY 2011)

CHARACTER REFERENCE

Available Upon Request

MARK GERALD D. BURTON

Applicant

