

# Marvin Keith Tan

Helpdesk Analyst | Web Developer

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Experienced professional skilled in both Helpdesk support and Web development. Strong problem-solving abilities with a focus on delivering effective solutions. Excellent communication and collaboration skills. Proficient in various programming languages and IT systems. Dedicated to enhancing user experiences and optimizing technical processes.

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## Work Experience

### Benchmark365

**Help Desk Analyst** • August 2023 - June 2024

- ✔ Provide technical support to end-users via phone, email, or chat, resolving hardware and software issues promptly and effectively.
- ✔ Troubleshoot network connectivity problems, including diagnosing and resolving issues related to routers, switches, and access points.
- ✔ Assist users with password resets, account creations, and permissions management within various software applications and systems.

### FIS Global

**Help Desk Analyst** • October 2022 - July 2023

- ✔ Assist bank employees with troubleshooting issues related to banking software and applications, including transaction processing systems and customer relationship management (CRM) platforms.
- ✔ Provide guidance and support for secure access to sensitive financial data, including user authentication procedures and encryption protocols.
- ✔ Collaborate with IT security teams to investigate and resolve potential security breaches or incidents, ensuring compliance with industry regulations and safeguarding customer information.

### OP360

**Help Desk Analyst** • March 2022 - September 2022

- ✔ Install, configure, and update software applications and operating systems on end-user devices, ensuring compatibility and compliance with organizational standards.
- ✔ Conduct regular system maintenance tasks such as disk cleanup, software updates, and antivirus scans to optimize performance and security.
- ✔ Document and track all support requests and resolutions using ticketing systems, ensuring accurate and thorough records of user interactions and technical issues.

### Concentrix

**Technical Support Representative** • February 2020 - January 2022

- ✔ Respond to customer inquiries and provide technical assistance via phone, email, or chat, guiding users through troubleshooting steps to resolve hardware or software issues.
- ✔ Escalate complex technical problems to higher-level support teams or engineers for further investigation and resolution, ensuring timely and efficient problem resolution.
- ✔ Collaborate with cross-functional teams such as product development and quality assurance to identify and address recurring technical issues, contributing to product improvement and customer satisfaction initiatives.






### JHATT Global Dev. Inc.

**Operations Supervisor** • January 2015 - September 2019



- ✔ Coordinate and oversee the transportation of construction materials and equipment to job sites, ensuring timely delivery and efficient use of resources.
  - ✔ Develop and implement logistics plans to optimize workflow and minimize delays, taking into account factors such as traffic patterns, site access, and material handling requirements.
  - ✔ Monitor inventory levels and manage supply chain logistics, including procurement, storage, and distribution of materials, to support construction projects and maintain adequate stock levels.
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## Skills

### Web Development

-  **Fluent:** Django, Python
-  **Familiar:** VueJS, ReactJS
-  **Foundation:** Python, JavaScript
-  **Exposure:** ReactJS and Python
-  **Query Languages:** PostgreSQL and MySQL
-  **IDE:** VsCode, PyCharm

### Helpdesk Analyst

-  **Fluent:** HaloPSA, ServiceNow, MsAdmin, ActiveDirectory
  -  **Familiar:** IBM CICS (Customer Information Control System) for Fraud monitoring
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## Education

### Bachelor of Science in Information Technology

Southwestern University, Cebu PH

2010-2014

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