



PROFILE

Dedicated IT professional with over a decade of experience in IT administration, network management, and technical support. Proficient in risk analysis, cost-effective solution implementation, and enhancing operational efficiency. Expertise in system integration, software and hardware troubleshooting, network infrastructure management, and graphic design.

Skilled in delivering IT training, technical documentation, and customer support to ensure high levels of client satisfaction. Holds a Bachelor of Science in Information Technology, with strong competencies in programming, data management, and process optimization. Proven track record in managing complex IT environments and driving continuous improvement.

BEHAVIORAL COMPETENCIES

Effective Communication
Detail Oriented
Change Agility
Client centricity
Execution Excellence
Passion for Results

CONTACT

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HOBBIES

Fly Fishing
Online Gaming
Casual Crypto Trading
Leisure Motorcycling

ANGEL BORCE

Service Desk Analyst

EDUCATION

Notre Dame of Jolo College (NDJC)

Bachelor of Science in Information Technology (BSIT)

Year: 2004 - 2009

Coursework in Programming, Data Structures, Computer Architecture, Network Management

WORK EXPERIENCE

Wipro Philippines Inc. Service Desk Analyst

Year: 2018 - Current

Serve as the first point of contact for B2B users at Wipro Service Desk, providing user support and customer service by responding to queries through calls, emails, chats, and the client portal. Responsibilities include logging tickets, maintaining SLAs, managing unresolved issues, and suggesting process improvements. Key skills required are effective communication, attention to detail, adaptability, client focus, and achieving results. Performance is evaluated based on adherence to TAT, SLA, and customer satisfaction

D&M Distributors Ltd. IT Administrator

Year: 2015 - 2016

Managed IT infrastructure and network systems, resolved hardware and software issues, updated network applications to meet business needs, implemented daily backups for data protection, provided user training to enhance productivity, improved organizational efficiency and technical skills, and monitored and removed malware.

Notre Dame of Jolo College Network/System Administrator

Year: 2009 - 2013

Led the integration of new technologies in data centers, analyzed system logs to prevent potential issues, applied updates and patches to maintain system reliability, ensured continuous network availability through proactive monitoring, installed and configured new hardware and software to improve functionality, provided technical support to resolve user issues, and optimized system performance for better operations and user experience.

SKILLS

Technical Proficiency, Troubleshooting and Problem Solving, Communication Skills, Customer Service Orientation, Networking Knowledge, Cybersecurity Awareness, System Administration and Management, Adaptability and Learning Agility, Time Management and Multitasking, Knowledge of Support Tools and Software, Attention to Detail, Team Collaboration, Programming and Scripting, Project Management