

JOHN A. SAIQUE

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Software Developer

SKILLS

- Excellent problem-solving skills
- Ability to work unsupervised
- Detail oriented
- Critical thinking
- Excellent communication skills
- Welcomes challenges with a positive attitude
- Flexible
- Strong analytical skills
- Enjoys working under pressure
- Fast learner
- Excellent customer relations and interpersonal skills.
- Organized
- Very good in time management
- Always motivated
- No downtime mindset

WORK HISTORY

MARCH 2018 – PRESENT

SERVICE DESK TECHNICIAN, COMPANY - DICKS SPORTING GOODS INC. – US

- Provide hardware and software support for Windows (Servers, Virtual Machine), Mac, Android, iOS device, Point of Sale system, Handheld barcode scanners HP, Xerox and Zebra mobile printers phone and email involving install, support, upgrade, replace, and remediate all hardware provided by IT.
- Resolve issues with Dell, HP and Lenovo desktop and laptop.
- Resolve issues with windows POS system using CMS and SQL.
- Troubleshoot basic network issues (Router, MDF, IDF, DHCP, DNS, Static IP address) with Cisco Prime Infrastructure and Secure CRT.
- Delegate tickets/task to a certain team and follow up when needed.

JUNE 2016 – DECEMBER 2017

SYSTEM ANALYST, COMPANY - LINES TECHNOLOGY - US

- Follow prescribed procedures to quickly return user to work.
- Establish remote connectivity to end user machines and perform remediation for end users.
- Work to maintain individual and team goals for speed of answer, response to alerts and emails.
- Work within many different industries and software to resolve technical issues for end users.
- Perform technical support for devices, PC's and Mac's.

- Quickly and appropriately diagnose when an incident should be escalated to a higher tier of support.
- Log tickets into our Field Point ticketing system / ServiceNow.
- Communicate with end users via telephone and email.
- Monitor and respond appropriately to alerts.
- Communicate effectively via oral and written capability.
- Use of a knowledgebase to perform consistent fixes as per designated procedure and to capture new knowledge.
- Continue ongoing learning and training.

NOVEMBER 2010 – JANUARY 2015

TECHNICAL SUPPORT PROFESSIONAL 2, COMPANY – CONVERGYS - PHILIPPINES

- Handle inbound and outbound calls with a positive attitude.
- Supported Dell XPS systems and QuickBooks software
- Troubleshoot No Power, No POST, No Video, No Sound and No Network.
- Handling Hardware, Software and Network problems.
- Experienced in Windows Xp, Vista, Windows 7 and Windows 8 troubleshooting.
- Configuring Microsoft Outlook to sync with email provider.
- Uninstall and reinstall computer application, OS and Drivers.
- Configuring folder sharing and mapping network drives.
- Configure Computer Hosting and Client PC's.
- Updating applications, drivers and OS to the latest version.
- Create a ticket and document the troubleshooting steps thru Oracle Siebel.
- Follow up a ticket if the case is ongoing or ensuring the resolution.
- Used LogMeIn to remotely connect to customers system to do troubleshooting.

NOVEMBER 2007 – JANUARY 2009

MACHINE OPERATOR (CONTRACTOR), COMPANY – ACBEL POLYTECH INC. - PHILIPPINES

- Uninterruptable power supply manufacturer
- Test the component connectivity of a circuit board.
- Ensure that all circuit boards passed the direct current test.

NOVEMBER 2006 – MAY 2007

PRO GAMER (WORLD OF WARCRAFT POWER LEVELER), COMPANY – GAMEPAL - PHILIPPINES

- Play World of Warcraft online and level up assigned character.

JANUARY 2006 – MAY 2006

PRODUCTION AND PLANNING CONTROL (CONTRACTOR), COMPANY – ARCO METAL PRODUCTS CO, INC.- PHILIPPINES

- Regulate inventory management.
- Monitor the quality and quantity of a manufactured item (Motor cycle parts).
- Assign / schedule items to work on to a machine operator daily.
- Record productivity output.

JULY 2004 – JANUARY 2005

ASSEMBLY LINE OPERATOR (CONTRACTOR), COMPANY – ACBEL POLYTECH INC. - PHILIPPINES

- Prepare electronic components such as capacitors, resistors, fuse and Printed Circuit Board
- Ensure quality before installation and be loaded to the soldering wave conveyor.

FEBRUARY 2004 – OCTOBER 2010

COMPUTER TECHNICIAN, SELF-EMPLOYED (WHILE IN-BETWEEN JOBS) - PHILIPPINES

- On site Computer technician.
- Troubleshoot any kind of hardware and software issues.
- Replace computer hardware.
- Reinstall Windows operating system like Windows Xp, Windows 7, and Windows Vista.
- Assisted client setting up printers
- Build a home personal computer as per customer's request.
- Configure wired/ wireless home network.

NOVEMBER 2003 – JANUARY 2004

COMPUTER ASSISTANT (ON THE JOB TRAINING), COMPANY – RUNNING MATE INC. - PHILIPPINES

- Assisting customers with computer operation such as:
- Assisting customers with printed documents.
- Using Microsoft word and Microsoft Excel.
- Basic computer operations.

EDUCATION AND TRAINING

MAY 2004

ELECTRONICS AND COMPUTER TECHNOLOGY, ASIAN COLLEGE OF SCIENCE AND TECHNOLOGY - PHILIPPINES

- Studied the electronics and computer hardware, software and networking
- Build and repair computers.
- Basic circuits design.
- Microprocessor Systems and Architecture.
- Basic Microsoft Word and Microsoft Excel

MARCH 2022

PRACTICAL LEADERSHIP SKILLS, ONLINE (UDEMY)

COMPLETED 2022

JAVASCRIPT, ONLINE (UDEMY)

ACTIVITIES

- I enjoyed playing musical instruments, singing and drawing on my free time, I love spending my time with my family and pets.
- Love learning new skills online.
- At work I love to be focus on every task given to me and help teammates resolve difficult issues.