



YASHIKA KHEA A. CHAM

IT SUPERVISOR

CONTACTS

☎ 0926-043-4102

✉ yashikacham@gmail.com

📍 Bangkal, Makati City

EDUCATION

Bachelor of Science in
Information Technology
Olivarez College
2011-2015

REFERENCES

Mr. Arch Ablaza
QA Manager, TATA Consultancy Services
2nd avenue corner 30th Street BGC Taguig City
09056572628

Mr. Cory Curran
Operations Manager, TTEC Digital
Based in US
Cory.Curran@gmail.com
3038771257

Mr. Todor Kakalov
Sr IT Manager, PPD part of Thermo Fisher Scientific
Sofia, Bulgaria
Todor.Kakalov@thermofisher.com

LICENSE

Name: Introduction to Technical Support
Issuing Organization: Coursera
Issue Date: November 2023
Credential ID: R2FCKB8922B6
Credential URL: <http://bit.ly/40LHL5f>

Name: Introduction to Networking and Storage
Issuing Organization: Coursera
Issue Date: November 2023
Credential ID: G2ZBHV8NJBXZ
Credential URL: <https://bit.ly/3uus9XZ>

PROFILE

Results-driven and highly organized IT Supervisor with over 2 years of experience leading an IT support team and managing IT operations. Skilled in overseeing daily IT functions, troubleshooting hardware and software issues, and systems performance. Proven ability to lead cross-functional teams, enforce IT policies, and implement process improvements that enhance productivity and service quality. Committed to delivering efficient and user-focused IT services aligned with organizational goals.

EXPERIENCE

IT SUPERVISOR

PPD part of Thermo Fisher Scientific
SEPTEMBER 30, 2024 – JUNE 28, 2025

Manage and lead a team of IT Service Desk technicians, offering guidance, coaching, and performance feedback to ensure high-quality customer service and operational excellence.

Resolve customer questions and concerns by communicating effectively with the customer and the management team/support staff in an efficient manner.

Administration of user accounts, computers, network resources, and management of security and email groups in Active Directory (AD)

Provide technical support to both internal and external end-users which includes diagnosing, troubleshooting equipment, systems, software and wireless network systems.

Develop standard operating procedures and ensure team members follow industry standard 'best practice

Developing and implementing IT policy and best practice guides for the organization

Designing, developing, implementing and coordinating systems, policies, and procedures

Acting in alignment with user needs and system functionality to contribute to organizational policy

Coach Service Desk agents, assess, and record their performance and support them in their personal professionalization.

Serve as an escalation point for complex technical issues, ensuring timely resolution of user requests and incidents.

Conduct performance evaluations, provide training and mentorship, and foster a positive and productive work environment.

Collaborate with other IT teams and departments to align IT initiatives with business goals.

Diagnose and resolve complex technical issues, ensuring minimal disruption to business operations.

Ensure compliance with IT policies, procedures, and security protocols.

Foster a positive and collaborative work environment, promoting teamwork, open communication, and a customer centric mindset within the Service Desk team.

Identifying problematic areas and implementing strategic solutions in time

EXPERIENCE

TECHNICAL SPECIALIST (IT SERVICE DESK TEAM LEAD)

HCLTech

MARCH 5, 2024 – AUGUST 30, 2024

Monitoring call, web and chat queue management and performance against service levels, implement actions to achieve them and fulfill performance-reporting requirements.

Provide daily operational support to the team (covering Floor support, performance monitoring, feedback and assistance).

Accept and act on customer escalations.

Assess skill requirements & provide coaching of team to meet required quality standards & performance targets.

Point person (for mentioned location) for SD Ops Manager

Coordinate and manage relationships with support staff.

Use the Incident Tracking System to document and manage problems and work requests and their respective resolutions.

Provide guidance to team members by acting as a center of competence on processes, systems and procedures.

Undertake appraisals utilizing peer input.

Work closely with help desk peers in cross-training, development/implementation of operational excellence procedures and fostering teamwork.

Work closely with client / support staff to obtain technical knowledge and to support new technologies and services.

Training: Be willing to participate & Provide on the job training designed to enhance skills and support capabilities

Ensure best practices in Process and Quality for all SD Operations.

HELPDESK - SERVICE DESK SENIOR ANALYST (IT SERVICE DESK TEAM LEAD)

TTEC DIGITAL

OCTOBER 25, 2022 - NOVEMBER 13, 2023

Acts as the first point of contact for escalated issues from team members on shift, identify root causes and assist employees through to resolution.

Hands-on experience with Windows Operations systems, Active Directory, Office 365 user administration, User account creation for Active Directory, Exchange Mailboxes, Distribution lists, VPN & VDI.

Implements performance reporting for all the SLAs and KPIs and ensures adherence to the SLAs.

Developing and implementing test strategies, disaster recovery plans, and risk mitigation plans

Handles through to resolution all escalated customer service problems.

Perform periodic risk assessments and initiate risk control strategies.

Provide solution to any complex IT related challenges in the organization.

Coaches staff to improve business factor and ensure such interactions are documented in the approved location.

TATA CONSULTANCY SERVICES - OCTOBER 4, 2021 - OCTOBER 23, 2022

IT SERVICE DESK TEAM LEAD

JULY 25, 2022 – OCTOBER 23, 2022

Review completed tasks to ascertain compliance with standards. ·Monitor all team members and provide necessary advice and guidance.

Coach all team members and motivate them to produce desired results.

Keep up with trends in the constantly evolving information technology industry.

Work alongside other departments to achieve company goals and visions.

Proven analytic skills in evaluating and implementing technology solution to meet business requirement.

QUALITY ANALYST

NOVEMBER 18, 2021 – JULY 24, 2022

Focus on designing/creating plans and ensure whether the quality requirements adhere to the organization's policies.

Responsible to ensure whether the plan is apt considering its performance, reliability, functionality, and compatibility

Provide knowledge/ Knowledge transfer to new joiners ·Develops a good rapport between the management and the employees

IT SYSTEM ENGINEER

OCTOBER 4, 2021 –NOVEMBER 18, 2021

Installing and configuring operating systems and application software.

Implementing best practices for system security and data backups.

Troubleshooting and resolving all technical issues when they arise.

Communicating effectively with IT support staff to ensure the setup process runs smoothly.

Anticipating potential issues or bottlenecks and identifying possible solutions.

EXPERIENCE

IT SERVICE DESK ANALYST

INFOSYS BPM LIMITED

JANUARY 20, 2020 –OCTOBER 3, 2021

Support multiple proprietary web-based applications
Log Service Requests and Incidents accurately and timely
Provides first line investigation and diagnosis of incidents and requests
Troubleshoot moderate to complex issues and requests as they relate to client technologies
Troubleshoot the cause of problems and act to prevent problems from recurring
Resolve issues in the prescribed time limits otherwise escalate to appropriate level 2 personnel and follow standard operating procedures as agreed upon with the client regarding ticket ownership
Participate in Continual Service Improvement in the areas of issue resolution efficiency, data accuracy, escalation accuracy, response times, and customer satisfaction
Help to maintain the Knowledge Base by documenting known errors, workarounds, procedures, and application specific information
Report statuses, issues, and timelines to management staff for critical issues being worked
Provide coverage via all modes of communication: telephone, chat, e-mail or other methods as required
Participate in required training for both technical and interpersonal skill

ALORICA

OCTOBER 30, 2017 - JANUARY 11, 2020

VOICE AND DATA SERVICE MANAGER

MARCH 30, 2018 – JANUARY 11, 2020

·Respond to incoming customer inquiries by following techniques provided and approved by training.
Effectively handle incoming customer call/e-mail inquiries within established periods.
Basic comprehension of the product

TECHNICAL SUPPORT REPRESENTATIVE

OCTOBER 30, 2017 – MARCH 30, 2018

Resolve customer complaints via phone.
·Use telephones to reach out to customers and verify account information.
·Great customers warmly and ascertain problem or reason for calling.
·Cancel or upgrade accounts.
·Update their email on the account.
Process credits and adjustment
·Activate their modem or router.
·Adding phone and cable service.
Configuration, testing, and issue resolution

APPLICATION SUPPORT SPECIALIST

PCM BPO LLC

MAY 01, 2017 – OCTOBER 20, 2017

Ensure accurate and complete shift handovers, with all tickets updated and assigned.
Maintain documentation integrity and collaborate closely with team members.
Proactively communicate workloads and task status with the team leader.
Perform preventive checks and generate reports as per client contracts.
Address issues related to system performance (memory, CPU, swap, filesystem, logs).
Analyze job failures, system logs, technical dumps, and resolve or escalate accordingly.
Assigns and maintains user access to network and software.
Writes reports collecting information from department database resources for the various computer systems.
Train users on web-based application.
Corrects data-entry errors and performs routine maintenance.
Maintains inventory.

EXPERIENCE

TECHNICAL SUPPORT REPRESENTATIVE

TELEPERFORMANCE

MARCH 08, 2016 - APRIL 11, 2017

- Respond to customer inquiries about how to use our product, resolve access issues, and troubleshoot common problems.
- Utilize the client's ticketing system to monitor service inquiries and gather customer feedback
- Develop a strong product knowledge base to address inquiries/requests by utilizing the existing knowledge base, reviewing historical records, and self-training to stay updated on product release notes and updates.
- Effectively manage escalated issues.
- Troubleshoot & replicate reported bugs and clearly document customer feature requests
- Identify and document the reason the customer contacted us and advise on any forming trends that may impact the larger customer base
- Assist customers with internet setup, offer suggestions, and create a great first impression
- Document all customer interactions and maintain accurate records in CRM systems
- Ensure compliance with American telecom regulations

DATA ENCODER

STAFF ALLIANCE INC.

NOVEMBER 26, 2015 - FEBRUARY 16 2016

- To assist for the encoding of 2015 Medical Liquidation
- Other tasks that may be assigned from time to time
- Inputting and organizing order confirmations into Excel spreadsheets.
- Reviewing and managing data in Excel to ensure accuracy and completeness.
- Using Excel to track and update orders and inventory.
- Support business development by formatting and sending out vendor questionnaires.
- Managing and updating other computer systems as needed.
- Above average computer skills.
- Ensure work steps are complete and work is performed efficiently.
- Continue ongoing development when advised to reach performance standards.
- Maintain professional behavior both internally and externally.
- Attend training, meetings, and participate in communication as requested.

ASSISTANT SYSTEM SPECIALIST

CCC DATA MANAGEMENT SERVICES INC.

MAY 4, 2015– NOVEMBER 4, 2015

- Prepares production-ready files to appropriate production specifications.
- Collaborate with cross-functional teams to gather and analyze project requirements.
- Design, develop, and maintain robust and scalable web applications using Python and React.
- Write clean, maintainable, and efficient code while adhering to best practices and coding standards.
- Implement responsive and user-friendly interfaces to enhance the overall user experience.
- Integrate user-facing elements with server-side logic in collaboration with backend developers.
- Troubleshoot, debug, and optimize code to improve performance and reliability.
- Stay updated on industry trends and advancements to continuously refine development processes.
- Conduct code reviews and provide constructive feedback to enhance team performance.
- Collaborate with product managers and stakeholders to ensure the successful delivery of features and projects.
- Plan and execute software development projects, ensuring adherence to timelines and milestones.
- Responsible for pre-flighting all production files assigned to ensure quality.
- Modifying existing code with new features available in current and future deployments of PHP/MySQL
- Troubleshoot, test and maintain the core product software and databases to ensure strong optimization and functionality
- Contribute in all phases of the development life cycle.
- Experience embedding Superset or similar BI tools using SDKs
- hands-on knowledge of and JavaScript chart libraries (e.g. Chart.js, ECharts, D3.js)
- Customize chart styles using Superset's custom CSS capabilities