



# Nick De Cillo

## CHIEF OF OPERATIONS

As the best candidate applying for the position as chief of operations, what I can bring to the company success is being responsible leader, maintain key operational procedures, ensure day to day operational excellence., and modified company growth

## EDUCATION

### Bachelor in Science in Computer Engineering

AMA Computer University (2013)

Founder - Computer Engineering  
Student Assembly (2010-present)  
Internal Vice President - Council of  
Student Association (2010-2011)

## SKILLS

Project Management	<div></div>
Team Leadership	<div></div>
IT Business Mgmt.	<div></div>
E Commerce	<div></div>
Executive Planning	<div></div>

## CONTACT

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Lawa Road Brgy Lawa  
Meycauayan Bulacan 3020

## WORK EXPERIENCE

### Senior IT CRM QA Specialist

Trajector | 01/ 2021 - present

- Reporting to all QA team and executives accomplishments and task on a daily basis
- Collaborating with IT projects and process with the Developers, Product Owner and Client for the success of all projects agendas
- Approves all developers process within the scope of every project

### Business Virtual Executive

Pineapple Staffing | 09/2020 - 01/2021

- Responsible for managing the schedules and communications of key company executives.
- High-level administrative support for company leaders to ensure they can efficiently accomplish key tasks and company initiatives.

## WORK EXPERIENCE

### University Online Proctor

Office Partners 360 PH | 04/2020 – 08/2020

- Proctor and administers standardized test to groups and individuals.
- Maintains confidentiality and security of all test materials, test logs and other test documents

### Managing Director ~ CEO

NVD Computer Solutions | 04/2014– 04/2020

- Leading and motivating subordinates to advance employee engagement to develop a high performing managerial team
- Oversees design, marketing, promotion, delivery, quality of programs, products and services.

### IT Officer – Managerial Level

FG Immigration Serv. Co | 08/2019 – 01/2020

- Design, develop, implement, coordinates system and IT policies/procedures
- Ensure security of data, network access and backup systems
- Identify problematic areas and implement strategic solutions in time

### Director of Information System

DC Group of Companies | 05/2019– 07/2019

- Provides company wide directions in areas of policy and planning for data processing and related functions within Information System of the company.

### Global IT Administrator II

CEVA Logistics BV Holdings | 12/2018– 05/2019

- Manage the upgrade and installation of new hardware and software, perform troubleshooting to address any problems with the computer systems and assess viruses and potential threats to the company's network globally.

### IT Support Associate II

Unisys PH Limited LLC | 02/ 2018 – 11/2018

- Support employees request for technical IT/issues involving desktop and laptop application software or network services from local personnel using remote network access
- Provide technical coaching and training as thing change in the IT Company environment

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## WORK EXPERIENCE

### Customer Support Specialist

IQOR PH Incorporation | 10/2017 - 02/2018

- Recommending solutions and guiding products users through features and functionalities of helpdesk software services

### Technical Support Specialist

VKPO | 05/2017- 10/2017

- Work for software or equipment suppliers providing after-sales support or companies that specialize in providing IT maintenance.

### Email Support Specialist

Opsify Phils. | 03/ 2017 - 05/2017

- Respond to customer queries in a timely and accurate way, via phone, email or chat.
- Monitor customer complaints on social media and reach out to provide assistance

### Customer Service Specialist

SPI CRM | 01/2017- 03/2017

- Identify customer needs and help customers use specific features
- Analyze and report product malfunctions

### Supply Chain Assistant (Logistics) - Supervisory Level

Universal Robina Corp. | 10/2016- 01/2017

- Determined the standards for supply chain activities of the organization and compliance
- Inspected goods dispatched to various retailers and ensured the goods complied with the requirements in terms of quantity, quality, specifications, etc.

### Technical Chart Analyst (FOREX)

TCA Consultancy | 04/ 2016 - 07/2016

- Created trading strategies for desk using market information, financial news, and charting analysis
- Quoted rates aggressively in various currencies to win new accounts

### Software Instructor

RTITC | 02/ 2016 - 03/2016

- Extensive knowledge of numerous software applications and operating systems used by businesses including spreadsheets office programs Excel database systems and cloud - based systems.

## WORK EXPERIENCE

### Customer Specialist

iDialU – Cayetalkers LTD. | 09/2015 – 02/2016

- Customer Support Specialist responsibilities include resolving customer queries, recommending solutions and guiding product users through features through Outbound Sales.

### IT Administrator

GBCS Phils. | 12/2014 – 02/2015

- Maintain a company's IT network, servers, and security systems.
- Position showcase skills like working with the Network Administrator to manage ticket queues and set departmental priorities and traveling to remote sites and customer locations to resolve software and hardware issues.

### Product Web App Dev Specialist

PLDT | 04/2013– 11/2014

- Regular exposure to business stakeholders and executive management, as well as the authority and scope to apply your expertise to many interesting technical problems.

### IT Network Intern

Virtela Communication | 05/2011– 07/2011

- Maintain and participate in the development of new desktops, servers or applications.

### Microfinance Loan Clerk – Working Student

RBMI | 07/2008– 03/2009

- Processes applications of individuals applying for loans and credit

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## **PRESENTATION AND TRAINING CONFERENCE**

### **ANDROID / IOS SOFTWARE PLATFORM SEMINAR**

TOPIC: Introduction to Android - IOS Technology (Resource Speaker)

COLEGIO DE SAN JUAN DE LETRAN CALAMBA | January 18 , 2014

### **3-DAY ANDROID APP TECHNICAL SEMINAR**

TOPIC: Introduction to Android Technology (Resource Speaker)

DLSU Lipa | December 8-22 , 2013

### **Lean Six Sigma Yellow Belt Workshop**

Attendee

March 2018

### **JCI Project Management, Achieve and Impact Training**

Attendee

May 2019

### **JCI Effective Leadership Training**

Attendee

July 2019

# Nick De Cillo

CHIEF OF OPERATIONS

To whom it may concern,

I am writing you today applying for the position as Chief Of Operations which I your best candidate to be hired on this position.

I am an IT Professional for 8 years as I do graduate BS Computer Engineering and done IT Director, Digital Marketing, Business IT Executive, Admin and Supervisory / Managerial task for almost 7 years which I am capable to do email marketing, meeting invites, project management, Executive work around project planning and execution process, E-commerce and writing proposals under minimum supervision. I use application like Trello, Slack, Asana, Jira, Confluence and other application that is available which I am very flexible in terms of the tools for the task.

Hoping to be part of you team success and looking forward to work with your company.



Nick De Cillo