



DENMARK ANGARAY

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Expert Computer Technician with 9 years of work experience from Microsoft as a Technical/Customer Service Support. I have a strong work ethics, hard working person, can work under pressure, flexible in any working shifts and a dedicated person that will contribute help and success to the company.

EXPERIENCE

JANUARY
23, 2017-
FEBRUARY
5, 2026

TECHNICAL/CUSTOMER SUPPORT REP. | CONCENTRIX CVG PHILIPPINES INC.

Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns. Support customers through chat, phone and email. Support customers with their Windows related issues, including download, installation and activation of Windows operating system. Handles Microsoft Account Issues, Microsoft 365 Subscription, Office license and Billing concerns. Also responsible in assisting customers in download, installation, activation of Microsoft 365 products.

APRIL 2008-
MAY 2010

COMPUTER TECHNICIAN/ATTENDANT | POINT BREAK INTERNET CAFE

Responsible for maintaining computer systems within a business setting for Internet Café. Installing computers, routers, printers and other hardware, updates and repairs existing systems and troubleshooting problems hardware and software. Knowledgeable in different operating systems. Problem solver and good decision maker with good communication skills.

EDUCATION

YEAR 2006-
2008

COMPUTER TECHNICIAN, PROFESSIONAL ELECTRONICS INSTITUTE INC.

Received a secondary honorable mention award during graduation day.

TRAININGS AND CERTIFICATIONS

CERTIFIED MICROSOFT SUPPORT AND ABLE TO COMPLETE MULTIPLE TRAINING AND CERTIFICATIONS FROM MICROSOFT

SKILLS

- Strong knowledge in all Windows Operating Systems
- Excellent communication skills, both verbal and written
- Diagnose and Troubleshoot Windows Operating

ACTIVITIES

- On Call Computer Technician/Repairman
- Freelance Fitness Instructor
- Active Arcade Gamer/Enthusiast and YouTube content creator

System, and hardware related issue.

- Knowledgeable in Microsoft Office applications, managing accounts and subscriptions.
- Knowledgeable and familiar with Remote Session or Screen sharing such as Team Viewer, Log me In Application, etc.