

R. T.

SERVICE DESK ENGINEER

Reliable and resourceful technical support professional with 10+ years of experience in resolving customer issues and promoting conflict resolution. Skilled in critical thinking and adept in the Microsoft 365 Cloud environment, including deployment, troubleshooting, and user support.

SKILLS

- Hands-on experience in Active Directory, Exchange, File & Folder permissions, and GPO.
- Microsoft 365 Administration.
- Proficiency in managing user accounts, permissions, and security within an Active Directory environment.
- Excellent knowledge and troubleshooting experience in supporting legacy Microsoft Office Suites (Outlook, Word, Excel, OneNote, PowerPoint, Visio, OneDrive for Business, etc.) as well as modern Office suites.
- Strong familiarity with the Windows 10 operating system, including troubleshooting common issues.
- Proficiency in DNS management, including configuring DNS servers, managing DNS records, and troubleshooting DNS-related issues.
- Experience with popular IT service management tools like Freshdesk for efficient ticket handling and incident resolution.
- Proficiency in scripting and automation using PowerShell.

EDUCATION

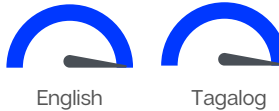
Bachelor of Science: Information Technology

AMA Online University - Philippines

CERTIFICATION

- MS-900: Microsoft 365 Fundamentals
- Microsoft 365 Fundamentals: Microsoft 365 Purchasing & Support Microsoft 365
- Fundamentals: Microsoft 365, Exchange, & SharePoint Microsoft 365 Identity and Services
- Planning a Microsoft Implementation Microsoft 365 Fundamentals: Office 365& Collaboration
- Microsoft 365 Identity and Services: Tenancy & Subscriptions Microsoft 365
- Fundamentals: Windows 10 & Admin Center Microsoft 365
- Fundamentals: Microsoft 365 Purchasing & Support

LANGUAGE



EXPERIENCES

ALFA CONNECTIONS PTE LTD

Service Desk Engineer

August 2021 - Present

- Engaged in user support interactions via telephone, chat, and email platform.
- Responded to user operational issues with desktop computers, laptops, and mobile electronic devices to enable problem resolution.
- Edit/update user accounts and assign permission.
- Installing, operating, and supporting users on Microsoft platforms.
- Management of incidents and service requests providing quality end-user support.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Used ticketing systems (Freshdesk) to manage and process support actions and requests.
- Assisted with updating technical support best practices for use by the team.
- Documented support interactions for future reference.
- Monitored systems in operation and quickly troubleshooted errors.

Successfully Implemented Projects

- Service Desk Engineer for a Singapore-based polytechnic education institution.
- Assisting managed service mailbox for a cloud solutions provider.
- Assisting managed service support for a cloud solutions provider via Freshdesk platform.
- One of the pioneers in creating the Standard Operating Procedure for managed IT services.

EXPERIENCES

A LEADING CLOUD SOLUTIONS DISTRIBUTOR IN THE ASIA-PACIFIC REGION

Microsoft 365 Cloud Support Engineer

June 2019 - May 2021

- Responsible for assisting customers with issues on the account and services revolving around the Office 365 ecosystem.
- Execute, manage, and lead customers in the onboarding process of their businesses to Office 365 services such as Exchange Online, SharePoint Online, OneDrive for Business, Skype for Business Online, Office 365 E3/E5, and Yammer.
- Address customer needs and inquiries while following the SLA guidelines of the project.
- Document troubleshooting and problem-resolution steps for the cases assigned.
- Reviewed existing systems and made recommendations for improvements.
- Improved overall user experience through support, training, troubleshooting, improvements, and communication of system changes.
- Diagnosed and executed resolutions for network and server issues.
- Documented support procedures, processes, and solutions in centralized systems, enabling user self-service.

A TOP-TIER CENTER FOR BANKING AND WORLDWIDE SERVICES

Branch Operation Support

November 2016 – November 2018

- Assist branch officers with queries on the bank process.
- Escalate issues for any urgent matters or assistance.
- Gathered, organized, and input information into a digital database.
- Collected, arranged, and input information into the database system.
- Provide detailed information on the branch operating procedures.
- Educated bankers on the client's transactions that is not visible on the branch system.

A GLOBAL LEADER IN CUSTOMER MANAGEMENT SERVICES

Microsoft 365 Commerce Support

April 2014 – March 2015

- Educated customers with the best plan that fits their organization.
- Collaborated with customers and asked questions to assess needs and budgets.
- Provided excellent customer service by efficiently resolving issues and responding to inquiries.
- Identified, researched, and resolved billing variances to maintain system accuracy and currency.
- Monitored customer accounts to identify and rectify issues.
- Researched and resolved billing discrepancies to enable accurate billing.

A TRUSTED PARTNER IN CUSTOMER EXPERIENCE AND BPO SOLUTIONS

Technical Support Representative

February 2013 – December 2013

- Used ticketing systems to manage and process support actions and requests.
- Translated complex technical issues into digestible language for non-technical users.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.

A TOP-TIER INNOVATOR IN OUTSOURCING AND CUSTOMER EXPERIENCE

Customer Service Representative

August 2011 – February 2013

- Offered advice and assistance to customers, paying attention to special needs or wants.
- Provided primary customer support to internal and external customers.
- Responded to customer requests for products, services, and company information.
- Updated account information to maintain customer records.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Answered customer telephone calls promptly to avoid on-hold wait times.

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