

T. P. M. M.

Service Desk/FastTrack Engineer – L1 Support

Hardworking IT professional with over 7 years of experience in troubleshooting, system administration, and end-user support. Seeking to leverage technical expertise and problem-solving skills to contribute effectively to your organization's IT operations.

SKILLS

- **Operating Systems:** Proficiency in Windows, macOS, and common mobile operating systems (iOS, Android).
- **Networking:** Fundamental understanding of TCP/IP, DNS, DHCP, and basic network troubleshooting (ping, tracert).
- **Hardware:** Ability to diagnose and troubleshoot issues with desktops, laptops, printers, and other peripherals
- **Software & Applications:** Experience with a wide range of business applications, including Microsoft Office/365 suite, Google Workspace, and specific industry software.
- **Remote Support Tools:** Expertise in using remote access software (e.g., TeamViewer, AnyDesk, Microsoft Remote Desktop).
- **IT Service Management (ITSM) Software:** Familiarity with ticketing systems like Jira Service Management, ServiceNow, Salesforce, or Zendesk.
- **Cybersecurity:** Knowledge of basic security practices, including password management, identifying phishing attempts, and endpoint protection.

EDUCATION

Bachelor of Science in Information Technology

Eastern Visayas State University Tacloban,
Philippines
March 2017

LANGUAGE



English



Tagalog

EXPERIENCES

ALFA CONNECTIONS PTE. LTD.

Service Desk / FastTrack Engineer – L1 Support

April 2020 - Present

- Onboarded and supported clients on Microsoft 365 and O365, improving adoption and IT efficiency.
- Delivered workshops and training sessions, boosting client awareness and utilization of Microsoft Cloud services.
- Implemented and configured Exchange, MS Teams Telephony, Intune, and Azure, enhancing client productivity.
- Developed basic PowerShell scripts to automate routine tasks and reduce manual effort.
- Coordinated technical deep-dive workshops, enabling clients to adopt best practices and maximize their IT investments.
- Managed support requests via Freshdesk, ensuring timely resolution and high client satisfaction.
- Monitored and analyzed security alerts, malware, and phishing attempts; responded to incidents to mitigate potential threats.
- Maintained security tools and configurations, strengthening overall client cybersecurity posture.

HEALTHCARE AND INSURANCE SERVICES PROVIDER

IT Support Analyst – L1 Support

December 2021 - March 3, 2022

- Provided day-to-day IT support for the organization, resolving general technology issues and service requests.
- Handled infrastructure support incidents for workstations, docking stations, printers, and shared drives, logged via phone, email, or chat.
- Managed and supported Microsoft 365 services, including basic MS Exchange management and support.
- Provided basic networking support (VPN, Pulse Secure, Cisco, Zscaler).
- Configured and supported telephony systems, including AVAYA and Jabber.
- Assisted with password resets, MFA authentication, Windows Hello enablement, and Smartcard access.
- Provided basic VDI support and troubleshooting for end-user devices.
- Tracked and managed technical support requests through ServiceNow (SNOW) ticketing system.

INVESTMENT AND BUSINESS

DEVELOPMENT FIRM

System Administrator - L1/L2

October 2011 – February 2013

- Keeping IT operations running smoothly.
- Managing and maintaining Microsoft Office
- Running IT operations, to prevent problems and to improve systems' performance.
- First point-of-contact for users when they experience problems with the network. Define and fix the issues, troubleshooting hardware and software and liaising with vendors if needed for more information.
- Typically install, upgrade and monitor software and hardware.
- Also involved in data backup and recovery. Usually maintain the essentials such as operating systems, business applications, security tools, web servers, email.
- PCs, local and wide area networking both hardware and software, and mid-range server hardware.
- Maintain POS machine and servers.
- Prepare invoices, receive delivery items, Inventory

GLOBAL IT AND BUSINESS PROCESS

SERVICES PROVIDER

IT Support Analyst QUESS – L1 Support

October 2020 - June 2021

- Provide day-to-day IT Support for the organization in IT Infrastructure Operations, resolving general technology infrastructure support incidents related to workstations.
- Provide hardware/ software support and implement technology at the operating system-level across all server and network area, and for software vendors/brands.
- Dedicated support for North America Pharma company
- Managing basic and supporting Microsoft 365
- Making sure that all the machines are compliant with the company's policy
- Active Directory, check GPO, OU, and Security groups.
- Basic networking (VPN Support, Pulse Secure, CISCO, Zscaler)
- Basic networking
- Password reset and MFA configuration, OKTA configuration.
- Basic VDI support.
- Update KB if necessary.
- Support Docking station, Printer and shared drive mapping
- Working with a ticketing system SNOW/Service Now to track and manage the technical support requests.

GLOBAL PROFESSIONAL SERVICES AND

CONSULTING FIRM

Software Engineering Associate/App/Cloud support -L1 Support

October 2011 – February 2013

- Provide day-to-day IT Support for the organization in IT Infrastructure Operations, resolving general technology infrastructure support incidents related to workstation and service requests logged by end users via the IT Support Service. Dedicated end user support for UK based Project (700-1000 users)
- Working closely with business users, maintain and continually enhance business systems including reporting and analysis capabilities to meet ever-changing business requirements.
- Managing basic and supporting Microsoft 365
- Provide hardware/ software support and implement technology at the operating system-level across all server and network area, and for software vendors/brands.
- Remediation of computers, making sure that all the machines are compliant with the company's policy
- Inventory (CPU, Monitors, keyboards, mouse, UPS, Laptops)
- Polling, Data, and Voice Trace
- Daily Pre and Postproduction report
- Rebuild PC and Laptop
- Printer Support and Shared drive mapping
- Basic networking (VPN Support, Pulse Secure, CISCO, Zscaler)
- Active Directory, check GPO, OU, and Security groups.
- Working with a ticketing system SNOW/Service Now to track and manage the technical support requests.

CUSTOMER EXPERIENCE AND BPO

SERVICES PROVIDER

Customer Service and Sales Representative

July 2016 - September 2017

- Obtains client information by answering telephone calls; interviewing clients; verifying information.
- Processing bills payment
- Technical support

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