

R. J. C. T.

Service Desk Engineer

IT Service Desk Engineer and Technical Support Specialist with over 10 years of experience in IT support, Microsoft 365 administration, Azure, and SOC monitoring. Skilled in troubleshooting hardware, software, network, and cloud applications, with expertise in Microsoft Defender and security incident management. Proven ability to resolve complex issues, streamline support processes, and deliver exceptional customer service.

SKILLS

Technical Skills

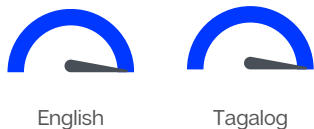
- **Microsoft Technologies:** Microsoft 365 Administration, Azure Administration, Exchange Server Management, Microsoft Defender, Power Apps
- **Security Operations:** SOC Monitoring, SIEM & EDR Alert Validation, Incident Triage & Escalation, Security Event Categorization, Playbook Execution
- **Technical Support:** Hardware & Software Troubleshooting, Network Support, VOIP Phone Configuration, Cloud Application Support, Multi-Tier Escalations
- **Service Desk Operations:** Ticket Management, SLA Compliance, Service Request Logging, Remote Support, User Training
- **Tools & Platforms:** Microsoft Admin Center, Security & Compliance Center, Ticketing Systems, Threat Intelligence Tools

EDUCATION

Bachelor of Science in Computer Studies

Pamantasan ng Lungsod ng Maynila
2010-2014

LANGUAGE



CERTIFICATIONS



EXPERIENCES

ALFA CONNECTIONS PTE. LTD.

Service Desk / FastTrack Engineer – L1 Support

April 2020 - Present

Provide end-to-end IT support and Microsoft cloud services administration for managed service customers, with a focus on Microsoft 365, Azure, and security operations.

Successfully Implemented Projects

- **NYP Exchange & Azure Support (Admin)**
 - Managed Exchange Server, Azure Admin, and Microsoft Defender configurations.
 - Received, logged, and resolved service requests via phone, email, chat, and ticketing system.
 - Performed first-level troubleshooting for hardware, software, network, and application issues.
 - Escalated complex incidents to higher-tier teams, ensuring SLA compliance.
- **Managed Service Helpdesk (AMS)**
 - Delivered day-to-day remote technical support for multiple clients in different industries.
 - Provided initial diagnostics and escalated to relevant IT teams when necessary.
 - Collaborated closely with Tier 2/Tier 3 analysts for complex issue resolution.
 - Ensured accurate documentation of service tickets and resolution steps.
- **Microsoft Defender (SOC)**
 - Monitored SIEM and EDR platforms for security alerts, anomalies, and threats.
 - Validated alerts to distinguish between false positives and genuine threats.
 - Performed initial investigations using security tools, logs, and threat intelligence feeds.
 - Escalated confirmed incidents to higher-tier SOC analysts with detailed context.
 - Maintained thorough incident documentation and contributed to SOC playbook improvements.

Achievements:

- Improved ticket resolution time by streamlining escalation processes.
- Strengthened SOC efficiency by identifying recurring false positives and updating alert rules.
- Supported multiple Microsoft 365 migrations and configurations with zero downtime for clients.

GLOBAL IT AND BUSINESS PROCESS SERVICES PROVIDER

IT Service Desk

October 2020 – January 2022

- Provided first-level IT support for hardware, software, and network-related issues.
- Logged and tracked incidents via ticketing systems, ensuring SLA compliance.
- Escalated unresolved issues to higher-tier support teams and followed up on resolutions.

CLOUD COMMUNICATIONS AND CUSTOMER EXPERIENCE SOLUTIONS PROVIDER

Technical support

January 2020 – September 2020

- Configured and troubleshoot VOIP phone systems for enterprise clients.
- Supported cloud-based communication platforms, including call routing and application issues.
- Delivered remote technical support to end-users in fast-paced environments.

CUSTOMER SUPPORT AND BPO SERVICES PROVIDER

Technical Support

July 2014 - May 2016

- Assisted Project Implementation Manager in coordinating DSL service rollouts and installations.
- Handled service requests, tracked project timelines, and ensured accurate documentation.
- Provided technical troubleshooting and support for DSL connectivity issues.

Senior Technical Support Representative / Floor Lead (Supervisor)

June 2016 - September 2017

- Delivered Tier 2 support for escalated technical issues, ensuring quick resolution.
- Supervised and coached a team of technical support representatives.
- Managed customer escalations and provided expert troubleshooting guidance.

PSO/BOA Coordinator (System Specialist)

September 2017 - January 2020

- Provided Tier 3 system support, including quality assurance for technical processes.
- Managed trouble tickets, performed incident analysis, and generated reports.
- Coordinated with cross-functional teams to resolve complex system issues.

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sales@alfaconnections.com