JOANNICA | HELPDESK SUPPORT SPECIALIST

TOP TECHNICAL COMPETENCIES

- End User Support: Hardware & Software Support, MS Office & Application Support, Printers Support, Desktop Network Connectivity, Third Party Application Support.
- AD: User Administration, Groups/OU Access Management.

EMPLOYMENT

IT By Design   **October 2022 - Present**
HELPDESK SUPPORT SPECIALIST

Sitel   **November 2018 – October 2022**
SENIOR IT SPECIALIST

- Provide Second level support to users globally
- Use IT service management to log and monitor ticket
- Creating and managing new user account on Active directory
- Provide user access on different applications
- Monitor and escalate the ticket where required to L3 engineers
- Training new hire agents for their logins and how to use their tools
- Provide first level support to user globally
- Taking inbound calls averaging of 20-30 calls per day
- Use IT service management to log and monitor ticket
- Troubleshooting printers (Setting Up Hardware, Basic Software Installation, Wireless Configuration of HP Printers) US Customers.
- Responsible in filling up ticketing system.

EASTWEST Bank   **July 2016 – December 2016**
COLLECTION ASSOCIATE

- Doing outbound calls to collect credit debts for 3 months due.

Mitsubishi   **July 2015 – June 2016**
SALES SECRETARY

- Processing agents documents for their sales
- Generating monthly sales report

Oleo-Fats Inc.   **September 2014 – July 2015**

![ITBYDESIGN logo — MDE • NOC • HELPDESK • TEAM GPS]

SERVICE CREW

- DR (Delivery Receipt) Processor
- Creating official receipt for the products to be delivered

DNL Industries   **March 2014 – September 2014**
OFFICE STAFF

- Making sure that the documents are complete for importing products

Mc Donald's   **July 2012 – December 2013**
SERVICE CREW

- Provide exception customer service
- Meticulously handled POS system to ensure seamless and accurate cash flow

EDUCATIONAL QUALIFICATION

- Bachelor of Science

IT BY DESIGN BOOT CAMP TRAINING | MSP TOOLS, SOLUTIONS, AND BEST PRACTICES:

- Trained on MSP Processes & Workflows - Ticket life-cycle, dispatch, time entries, change management, escalation Workflows, SLAs management, email etiquette, and customer service.
- Connect Wise Manage & Automate
- Windows Desktop Support (End-user computing)
- Windows Server & AD Administration (Manage DNS and DHCP server)
- Office 365 User Management
- Onsite/ Online Backup & DR (Shadow Protect/ Datto)
- Security: SonicWALL Configuration, NAT Rules, Upgrades, Backup & Restore
- Installation/ Configuration Server/ Client OS