

ROMUALDO | SENIOR HELPDESK SPECIALIST

TOP TECHNICAL COMPETENCIES

- End User Support: Hardware & Software Support, Desktop Network Connectivity Support, Printer Support, MS Office Application Support, Windows Drivers Support, Third Party Application Support, VPN Setup & troubleshooting.
- Active Directory: User Administration, Groups/OU Management.
- Office365: User Mailbox Administration, License Management.

EMPLOYMENT

IT By Design

SENIOR HELPDESK SPECIALIST

September 2021 - Present

Abbott Laboratories

ANALYST

October 2019 – July 2022

- Provides day-to-day provisions as required (technical issues and inquiries).
- Troubleshoots users' Internet / Network LAN / WAN Issues / VPN connection.
- Assist users with Office 365 inquiries and concerns.
- Assist users with software installation using MS Teams and LMI remote features.
- Assist users with corporate mobile requests, setup, and concerns.
- Assisted VM Ware users by resetting their sessions / Troubleshooting VM Ware connection issues.
- Assist users with Outlook setup and other issues or concerns.
- Process user requests (Software, hardware, Account access, etc...).
- Involved with asset management as I was tasked to check on specific sites and coordinated with onsite IT about their company-issued assets.
- Assisted in Updating company procedures / KB as and when required.

Accenture

SUPPORT ENGINEER

June 2017 – May 2019

- Assiststo Microsoft Office 365 subscribers (technical issues and inquiries)
- Functions as a Microsoft Office 365 Admin.
- Assisted users with Office 365 license provisioning, Distribution List, and shared mailbox creation.
- Assisted users in synching their OnPrem data to Office 365 environment.
- Assist users with Outlook setup and other issues or concerns.

Merlin

June 2006 – May 2017

HEADQUARTERS

IT By Design, PO Box 149, Marlboro, New Jersey, 07746
P 212.888.1919 | F 646.349.2572

www.itbd.net

ANALYST-L2

- Installation and downloading of appropriate software per corporate policy and procedure.
- Updates Company procedures / KB as and when required
- Configure and troubleshoot CISCO IP Phones
- Troubleshoots users' Internet / Network LAN / WAN Issues / VPN connection
- Identify and provided hardware and software solutions to problems (Network, remote and local issues)
- Active Directory – Network Account creation (Home Folder creation) / update, password reset, Manages/creates DL, Security group, shared folders, forwarder email creation, etc.
- Service Now Admin – Account / SLA creation, password reset, application support
- Provides Office 365 licenses to new users by way of scripting (PowerShell)
- Responsible for the creation of a Distribution List, Security Groups, Shared Mailbox, equipment mailbox
- Responsible for the conversion of user mailboxes to Shared mailboxes if requested
- Responsible in assisting users with Microsoft Office 365 Pro: Installation and setup of user's Outlook profile
- Setting up OOO responses as requested.
- Responsible for Recipient configuration (mailbox permissions, configuring mail forwarding, configuring shared mailbox)
- Assist users with Office 365 Mobile setup
- Skype for Business account setup and configuration (VoIP Integration).
- Assist users with SharePoint site access – Permissions and user groups.

Mandaluyong City Police Station

April 2003 – April 2006

IT OFFICER

- Responsible for the setting up of the network.
- Responsible for backing up files for the entire Police Station
- Responsible for the maintenance and functionality of all computers in the network.
- Responsible for the functionality of computers and computer peripherals.
- Assisted users on how to operate the computer, computer peripherals, and other office equipment.
- Responsible for the development of application Software's like data base programs and the company website
- Has developed an Information System application program called POLICE Interface which was used by different offices/units of the Mandaluyong City Police Station for data storage and for inquiries.

Contact World

February 2002 – December 2002

IT HELPDESK

- Responsible for troubleshooting desktop computers through the telephone.
- Responsible for the functionality of the customer's desktop computer.

HEADQUARTERS

IT By Design, PO Box 149, Marlboro, New Jersey, 07746
P 212.888.1919 | F 646.349.2572

www.itbd.net

- Responsible for assisting customers with software and hardware application.

EDUCATIONAL QUALIFICATION

- Bachelor's in Science (Computer Science).

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

- Trained on MSP Processes & Workflows - Ticket life-cycle, dispatch, time entries, change management, escalation Workflow, SLA management, email etiquette, and customer service.
- ConnectWise 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

HEADQUARTERS