

ROY | SENIOR HELPDESK SPECIALIST

TOP TECHNICAL COMPETENCIES

- End User Support: Hardware & Software Support, MS Office Application Support, Printer Support, Desktop Network Connectivity Support, Third Party Application Support, VPN Installation & Connectivity Issues.
- Active Directory: User Administration, Groups/OU Access Management, Azure AD Connect.
- Office 365: User Mailbox Management, License Management.

EMPLOYMENT

IT By Design

December 2022 - Present

SENIOR HELPDESK SPECIALIST

Atos IT

October 2018 – December 2022

SYSTEM LEAD TECHNICIAN

- Handled User Account concerns such as Onboarding, Offboarding, Password Reset, Account Modifications etc.
- Experienced with Creating and Managing Mailboxes in EAC (Exchange Admin Center), also experienced with Migrating Mailboxes from On-Prem to Exchange Server.
- Also handled Connecting and Troubleshooting Printers, regardless of if Personal Printers or Network/Office Printers.
- Experienced with Troubleshooting Hardware Issues over the Phone.
- VPN Installations, Configurations and Troubleshooting.
- Experience with managing Office365 Applications and Licenses.

TELUS International Philippines Inc.

July 2016 – July 2018

SUPPORT ENGINEER

- Handled small to medium businesses postpaid mobility customers.
- Handled level 2 technical support while catering customer service concerns.
- Create tickets for outages or service area concerns.
- Handles billing concerns and service concerns.

Accenture

March 2016 – June 2016

INTERN - QUALITY AUDITOR

- Audits programs that are created by the developers of the certain project.
- Provides feedback directly regarding results of the audit whether some are successful and some are not.

HEADQUARTERS

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

www.itbd.net

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

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