

RUEL



[Redacted]



[Redacted]



[Redacted]



[Redacted]

PROFILE

I am an eager learner that never stops innovating and enhancing my skills, willing to share my knowledge as well as attain new ones.

Contributing to the industry is my main goal while doing the extra mile and pushing my skills to the limit.

SKILLS

- Exceptional communication skills
- Successful working in a team environment, as well as independently
- The ability to work under pressure and multi-task
- The ability to follow instructions and deliver quality results
- Highly organized and efficient Exceptional time management skills
- Basic Programming Skills (C++, C#, Vb.net, Web dev and Java)
- Knowledge basic in SQL
- Knowledge in Active directory, RSA and MS authenticator
- Knowledge in MS in tune, Mobile Iron
- Knowledge in Service now
- Knowledge in Pulse secure, Zscaler and Cisco any share
- Knowledge is data manipulation
- Microsoft Office (Word, Excel, Ppt, Outlook, etc.)
- Software and hardware troubleshooting
- Knowledge in MS AZURE (Entra), Exchange servers
- Vast knowledge in ConnectWise platforms (Automate, Manage and Remote)
- Knowledge in PowerShell scripting
- Knowledge in Cybersecurity, threat hunting and recovery
- Knowledge in MS Defender, SWCC, Bitlocker
- Knowledge with Cybersecurity Respond Rules

EDUCATION

PRIMARY SCHOOL

[Redacted]

2009 - 2010

SECONDARY SCHOOL

[Redacted]

2010 - 2014

TERTIARY SCHOOL

[Redacted]

Bachelor of science in Information Technology
2014 - 2021

SEMINARS AND WORKSHOPS ATTENDED

"DTE: Towards the Development of an Individual and its Role in the Preservation of the Environment through Science and Technology"

[Redacted]

[Redacted]

May 6, 2019

"8th Research Colloquium"

[Redacted]

[Redacted]

February 5-6, 2020

CERTIFICATIONS

Lean Sigma White Belt

Attained: July 24, 2022

[Redacted]

Lean Sigma White Belt in Information Technology

Attained: July 24, 2022

[Redacted]

Troubleshoot Customer Issues Faster

Attained: March 21, 2024

[Redacted]

[Redacted]

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

June 2016 – August 2016

Roles and responsibilities:

- Offer Customers/Users insurance (Life, Auto, Home and Health)
- Upsell services with regards to insurance
- Contact insurance provider for user's convenience

ONSITE IT HARDWARE AND SOFTWARE TECHNICIAN

December 2015 - August 2017

Roles and responsibilities:

- Process request via call, email and chat
- Process incident tickets and requests via (Service Now)
- Cater user and client requests
- Fix and resolved hardware and software issues
- Setup network and local printer
- Setup VPN
- Install user requested applications
- Manage user mails
- Assist user in requesting device replacement, upgrades and ETC
- Manage user/client networks

IT SUPPORT ENGINEER LEVEL 1 (IT HELP DESK) MSP

October 2021 – September 2022

Roles and responsibilities:

- Process request via call, email and chat
- Manage devices that have bitlocker (Setup, unlock and provide Bitlocker keys)
- Process incident tickets and requests via (Service Now)
- Offer assistance and answer inquiries for users
- Cater user and client requests
- Fix and resolved hardware and software issues
- Setup network and local printer
- Setup VPN
- Install user requested applications
- Manage user mails
- Assist user in requesting device replacement, upgrades and ETC
- Manage user/client networks
- Escalate tier 2 tickets
- Create Knowledge base articles
- Manage and setup Zscaler and Pulse secure
- Setup and fix M365 applications
- Manage outlook mailbox (OST and PST)
- Follow up request to secure SLA quality
- Manage Virtual desktops
- Manage accounts in Azure
- Setup MDMs
- Manage Devices and MS Apps in Intune

IT SUPPORT ENGINEER LEVEL 2 (IT HELPDESK) MSP

September 2022 – December 2022

Roles and responsibilities:

- Process request via call, email and chat
- Manage devices that have bitlocker (Setup, unlock and provide Bitlocker keys)
- Process incident tickets and requests via (Service Now)
- Offer assistance and answer inquiries for user
- Fix issues via remote connections
- Perform 2nd level of troubleshooting for IT related issues
- Offer assistance and answer inquiries for users
- Cater user and client requests
- Fix and resolved hardware and software issues
- Setup network and local printer
- Setup VPN
- Install user requested applications
- Manage user mails
- Assist user in requesting device replacement, upgrades and ETC
- Manage user/client networks
- Escalate tier 2 tickets
- Create Knowledgebase articles
- Manage and setup Zscaler and Pulse secure
- Setup and fix M365 applications
- Manage outlook mailbox (OST and PST)
- Follow up request to secure SLA quality
- Manage Virtual desktops
- Manage accounts in Azure
- Setup MDMs
- Point of escalations for tier 1 and 1.5
- Update and follow up aging issue and tickets directly with the users.
- Provide product license for ADOBE and Microsoft
- Handle urgent and critical tickets
- Manage Devices and MS Apps in Intune

IT SUPPORT ENGINEER/CYBERSECURITY/NOC ENGINEER - MSP

January 2023 – July 2024

Roles and responsibilities:

- Process request via call, email and chat
- Process incident tickets and requests via (ConnectWise)
- Manage devices that have bitlocker (Setup, unlock and provide Bitlocker keys)
- Offer assistance and further troubleshooting
- Point of escalations for techs
- Maintain client servers
- Install user requested apps
- Create, Manage and disable user AD accounts
- Manage and configure Azure account access
- Manage On prem, Cloud and Hybrid access
- Manage and configure virtual desktops
- Manage users mobile devices (MDM)
- Setup users printer access (Network and local)
- Manage MS 365 and Exchange accounts and features
- Setup and troubleshoot VPNs
- Provide and request app license for users (ADOBE and Microsoft)
- Troubleshoot application, email, account, network, server, cyberthreat, printer issues and ETC
- Manage Server patches
- Make changes using exchange PowerShell scripting
- Assisting in procurement
- Manage Mail flow security
- Manage and troubleshoot Quick Books
- Exchange to M365 migration
- Manage Firewalls, app blocker and anti virus platform (MS defender and SWCC)
- Manage Devices and MS Apps in Intune
- Monitor harmful email threats
- Do PowerShell scripting to finish Microsoft requests

CYBERSECURITY ENGINEER



July 2024 - Present

Roles and responsibilities:

- Process deployment
- Audit client cybersecurity space
- Create and implement respond rules
- Threat hunting
- Secure Client accounts and company
- Map and manage company devices
- Locate and investigate unknown device discrepancies
- Setup cybersecurity connections
- Manage Mail Flow security
- Setup onboarding meeting with the client
- Alert clients about suspicious device and account activities

PERSONAL INFORMATION

Date of Birth : [REDACTED]

Place of Birth : [REDACTED]

Nationality : Filipino

Civil Status : Single

Language Spoken : Tagalog/English

PARENTS

Father : [REDACTED]

Occupation : Self-Employed

Mother : [REDACTED]

Occupation : Self-Employed

CHARACTER REFERENCES

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

I hereby certify that all information in this document are true and correct.

[REDACTED]