Winfred Jeremy M. Rafael

+639667508293 / winfred_rafael@hotmail.com

Santa Rosa City, Laguna, PH 4026

Professional Qualifications

- 4 years of experience in IT Operations and Service Delivery.

- Task management, particularly with high-volume workload, short-notice assignments, and deadlines.

- Good IT technical skills and detailed understanding of the support centre/help desk process.

- Strong understanding of policy compliance, best practice security principles and remediation tasks

Professional Experience

Technical Support Engineer at ActionLabs IT Services PH Corporation

November 2021 to November 2022

- Repairing, maintaining, and upgrading all hardware and equipment.

- Troubleshoot problems promptly and accurately and provide end-user assistance where required.

- Provide investigation, diagnosis, resolution, and recovery for hardware/software problems. When unable to resolve, escalate to 2nd level or 3rd level in accordance with Service Desk processes.

- Manage service requests, software installations, new computer setups, upgrades, etc.

- Providing proper use of units to end users to maintain product quality.

- Preventive maintenance.

- Suggestive selling.

- **Technical:** Service Operation/Incident/IT Asset Management, Technical Support.

Microsoft Transaction Specialist at Infosys BPM Limited

April 2018 – September 2021

- Receive, review, and validate process for agreements, orders and amendments for Microsoft as assigned utilizing Microsoft internal tools.

- Resolves tickets within established SLA.

- Quality Assurance.

- Trained new associates with using tools and efficient process techniques.

- Performing repetitive tasks with a high degree of accuracy when correcting clients' data.

- **Technical:** CMS, CI, Service Desk, Service Configuration Management, M365

Training & Certification

- Microsoft Certified Azure Fundamentals – October 2022

- Authorized Service Delivery Partner (ASDP) - December 2021, HP Training Center – Paco, Manila

- Authorized Warranty Delivery Partner (AWDP) - February 2022, HP Training Center – Paco, Manila

- Linux Commands and Shell Scripting – March 2023

- The Complete Web Developer in 2023: Zero to Mastery – April 2023