Jericho L. Del Rosario

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Professional Summary

Detail-oriented IT Professional with strong foundation in technical analysis who is currently aimhttps://github.com/Echo-DRing towards a Software Development career. Experienced in diagnosing complex technical issues with excellent problem-solving skill ensuring high-quality service. Ability to collaborate with cross-functional teams towards shared objective to deliver precise implementations. Adaptable to a dynamic and fast-paced environment, and continuously passionate about learning new technologies, and eager to contribute with software innovation.

Technical Skills

• HTML, CSS
• PowerShell, JavaScript, C++
• Notepad++, Code::blocks, Visual Studio Code
• Microsoft 365 service (Exchange Online, Microsoft Teams, SharePoint Online, OneDrive, etc.)
• Computer System Servicing
• Microsoft Office Systems (Word, PowerPoint, and Excel)
• Other: Troubleshooting, Data Analysis, Communication, Collaboration, Documentation

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Professional Experience

Associate Technical Service Engineer
Fujitsu Philippines Inc.
March 28, 2022 – October 02, 2024

- Analyzed and troubleshoot issues related to Microsoft 365 technology experienced by internal users from different countries/regions (South East Asia, India, China, Australia, and New Zealand) via email, chat, call or remote session
- Automated repetitive BAU task by using PowerShell script, reducing ticket resolution time by 30%
- Created and maintain email templates for frequent M365 issues for the team, reducing end user response time.
- Managed and maintained Exchange Online servers, preventing mail service loss and outages
- Created knowledge base documents for newly encountered M365 issues, resulting to reduced team escalations
- Organized and implemented decommissioning of Lync Server, decreasing business expenses

Technical Support Representative
Sitel Philippines Corporation
Sept 23, 2019 – Sept 17, 2021

- Identified and resolved technical issues for over 100 customers (US and Canada) weekly, ensuring a 95%+ resolution rate via phone communication or remote sessions
- Performed hardware diagnostics and software checkups, verifying full computer functionality
- Created and maintained detailed documentations including issue details, troubleshooting steps and resolution notes for each case
- Achieved 100% customer satisfaction by implementing effective strategies and delivering timely resolutions

Education & Certifications

Bachelor of Science in Computer Engineering
University of Rizal System
2014-2019

Certifications:
• Computer System Servicing National Certificate II – (October 2018)
• Microsoft 365 Certified: Fundamentals (MS-900) – (May 2022)
• Microsoft Certified: Azure Fundamentals (AZ-900) – (June 2022)
• Microsoft Certified: Azure AI Fundamentals (AI-900) – (July 2022)
• Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900) – (November 2022)
• Microsoft Certified: Power Platform Fundamentals (PL-900) – (October 2023)
• Microsoft 365 Certified: Teams Administrator Associate (MS-700) – (December 2023)

References

Available upon request