



ABOUT

SKILLS

CERTIFICATIONS

EXPERIENCES

EDUCATION

HOBBIES

CONNECT

JANE ILAGAN

MANDALUYONG CITY · METRO MANILA, PH

I'm an IT enthusiast with seven years of experience in the field, focused on technical leadership, system administration and engineering.





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SKILLS

INFRASTRUCTURE LEVEL SKILLS



MICROSOFT AZURE

MICROSOFT 365 ENTERPRISE

CITRIX VIRTUAL APPS AND DESKTOPS

SERVER ADMINISTRATION AND MANAGEMENT

VIRTUALIZATION

CODING AND SCRIPTING

MODERN WORKPLACE TECHNOLOGY

OTHER SKILLS



TECNICAL LEADERSHIP

REPORTING AND ANALYTICS

KNOWLEDGE BASE MANAGEMENT

CUSTOMER SERVICE SKILLS

TECHNICAL DOCUMENTATION

UPSKILLING AND MENTORSHIP



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CERTIFICATIONS

- ✂ [Microsoft 365 Certified: Enterprise Administrator](#)
- ✂ [Microsoft 365 Certified: Teams Administrator Associate](#)
- ✂ [Microsoft 365 Certified: Messaging Administrator Associate](#)
- ✂ [Microsoft Certified: Azure Fundamentals](#)
- ✂ [Microsoft Certified: Security and Compliance Fundamentals](#)
- ✂ [Microsoft Certified: Microsoft Certified: Azure Data Fundamentals](#)
- ✂ [Microsoft Certified: Power Platform Fundamentals](#)

TECHNICAL PROGRAMS

- ✂ [LogicMonitor Certified Associate](#)
- ✂ [Zendesk Omnichannel Agent](#)
- ✂ [VSA Kaseya Certified Technician Program](#)
- ✂ [AvePoint Certified Technical Associate \(ACTA\) - FLY](#)
- ✂ [AvePoint Certified Technical Associate \(ACTA\) - SaaS](#)
- ✂ [AvePoint Certified Sales Professional \(ACSP\)](#)
- ✂ [AvePoint Certified Technical Professional \(ACTP\) - Cloud Backup](#)
- ✂ [AvePoint Certified Technical Professional \(ACTP\) - Policies & Insights](#)



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EXPERIENCES

MICROSOFT 365 TECHNICAL LEAD

April 2022 - Present

INSENTRA PTY LTD | CLOUDPLUS PTY LTD

Microsoft 365 Technical Lead primarily focused on supporting Microsoft 365 Enterprise and Azure for multiple managed services clients.

Responsible for managed services offerings around Microsoft 365, Azure and Analytics, Cloud Backup, Endpoint Management, and ensuring over-all health of client's tenant.

Responsible for technical leadership and escalation for Managed Services' Microsoft 365 team, as well as oversee technical process improvements and upskilling.

TECHNICAL LEAD ENGINEER

October 2019 - April 2022

INSENTRA PTY LTD | CLOUDPLUS PTY LTD

Responsible for technical leadership and escalation for Managed Services' Service Desk team, as well as oversee technical process improvements and upskilling of the team.

Level 3 Engineer primarily focused on supporting Microsoft 365 Enterprise, Azure, Citrix, and Windows Servers on an infrastructure level for multiple managed services clients.

REMOTE SUPPORT ENGINEER

October 2018 - October 2019

WILLIS TOWERS WATSON | ATOS SYNTEL

Responsible for escalation tickets received from Service Desk's Level 1 and 2.

Managing and providing support for internal and corporate applications, multi-forest Active Directory environment, desktop and virtual infrastructure, through out the client's merging/acquisition process.

IT SERVICE DESK, POINT OF CONTACT

September 2016 - October 2018

ALCOA / ARCONIC | STEFANINI GROUP

Escalation point and subject matter expert for front-line agents, handling supervisor calls and process queries in relation to supporting the client's environment throughout their separation process.

Responsible for the critical line for Sensitive VIPs and financially impacting issues.

TECHNICAL SUPPORT REPRESENTATIVE

June 2015 - July 2016

SONY CONSUMER ELECTRONICS | SYKES ASIA

Front Line Technical Support for Sony Consumer Electronics, primarily responsible in providing technical assistance to all consumer electronic devices for all consumers located across US and Canada.

INTERN

November 2014 - March 2015

INLAND CORPORATION

Internship role as a graduation requirement for Bachelor course. Primarily focused in assisting corporate users and developing the internal Purchase Requisition System using C# language.

FREELANCE

2013 - 2016

Assistance and guidance for beginner programmers in web development courses and activities, developing websites, front end and back end, app developments for desktop applications, thesis prototypes, research papers, pc

troubleshooting and more.



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EDUCATION & TRAINING

POLYTECHNIC UNIVERSITY OF THE PHILIPPINES

June 2011 - May 2015

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

Dean's List
2013-2015

BSIT Department President
2013-2014

Capstone Project, Main Programmer and Thesis Lead
GPA: 1.25

MAPUA IT CENTER

April 2017 - February 2018

CISCO: ROUTING AND SWITCHING

Introduction to Networks
April 2017

Routing and Switching Essentials
July 2017

Scaling Networks
February 2018

NTT DATA

May 2020

MS-100T00-A: MICROSOFT 365 IDENTITY AND SERVICES



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I typically spend a few hours of my regular week learning about new technologies that fascinate me.

Sometimes, I procrastinate studying by getting lost in the rabbit hole of attempting to build my second brain using [Obsidian](#) and [Notion](#).

If my partner permits, I also get into the habit of overspending on home automation even though sometimes we don't need it.

Aside from being a techy, I spend my free time playing with my rescue cats. Their names are [Fish](#), [Shrimp](#), [Shark](#) and [Stingray](#).

If my cats prefer to be left alone, I spend the rest of my time fan-girling to my favorite KPOP groups or writing short novels under an anonymous penname online.



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If you're interested to know my about detailed work experience, character references or want to chat about cats in general, please don't hesitate to drop me a 

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