



ABOUT

SKILLS

CERTIFICATIONS

EXPERIENCES

EDUCATION

HOBBIES

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JANE ILAGAN

MANDALUYONG CITY · METRO MANILA, PH · (02) 8731-5692

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





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SKILLS

INFRASTRUCTURE LEVEL SKILLS



MICROSOFT AZURE

MICROSOFT 365 ENTERPRISE

CITRIX VIRTUAL APPS AND DESKTOPS

SERVER ADMINISTRATION AND MANAGEMENT

VIRTUALIZATION

WEB DEVELOPMENT 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](#)
- ✔ [LogicMonitor Certified Associate](#)



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EXPERIENCES

TECHNICAL LEAD ENGINEER

October 2019 - Present

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

PLURALSIGHT

In Progress

SELF-PACED COURSES

Visit [Profile](#) to see verified skills and in progress courses.



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

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 fangirling to my favorite KPOP groups or writing short novels under an anonymous penname online.



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DETAILS

If you're interested to know my detailed work experience, character references or want to chat about cats, please don't hesitate to drop me a [✉](#)

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