



ABOUT

SKILLS

CERTIFICATIONS

EXPERIENCES

EDUCATION

HOBBIES

CONNECT

# WILLIAM ALBERT TAN

QUEZON CITY - METRO MANILA, PH

I'm an IT enthusiast with eleven years of experience in the field, focused on Infrastructure development, system administration and engineering.





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# SKILLS

## INFRASTRUCTURE LEVEL SKILLS



MICROSOFT AZURE

MICROSOFT 365 ENTERPRISE

AZURE ACTIVE DIRECTORY

INTUNE

TEAMS ADMINISTRATION

SHAREPOINT ADMINISTRATION

POWERSHELL SCRIPTING

## OTHER SKILLS



TECHNICAL LEADERSHIP

KNOWLEDGE BASE MANAGEMENT

CUSTOMER SERVICE SKILLS

TECHNICAL DOCUMENTATION



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## CERTIFICATIONS

- 🦋 Managing Office 365 Identities and Requirements
- 🦋 Microsoft 365 Certified: Teams Administrator Associate
- 🦋 Microsoft 365 Mobility and Security
- 🦋 CATO Network: SASE Expert Level 1



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# EXPERIENCES

## IT OPERATIONS: MICROSOFT 365 SENIOR SPECIALIST

March 2019 - September 2022

MAERSK SUPPLY SERVICE | PHILIPPINES

Microsoft 365 Specialist primarily focused on supporting Microsoft 365 Enterprise project and infrastructure development.

Responsible for Exchange Online, Teams, SharePoint, OneDrive, Azure, Mobile Device Management, and ensuring overall health of company's M365 tenant.

Escalation point for Microsoft 365 services major incident.

## MICROSOFT 365 AMBASSADOR

Jan 2018 - Jan 2019

ACCENTURE PHILIPPINES | MICROSOFT

Microsoft 365 product support for small-medium enterprise clients.

Helping clients build their Microsoft 365 tenants from scratch

Helping clients migrate their email service to Microsoft 365

Providing Microsoft 365 service improvements

## TECHNICAL SOLUTION ENGINEER LEVEL 3

November 2015 - December 2017

HEWLETT PACKARD ENTERPRISE | DXC TECHNOLOGY

Responsible for escalation tickets received from IT Support Level 1 and 2.

Managing and providing support for Internal Enterprise Applications, Access Management, Azure Active Directory and Microsoft 365 services.

Escalation point and subject matter expert for L1 and L2 IT support agents

## IT SUPPORT SPECIALIST

September 2014 - October 2015

EMERIO PHILIPPINES INC

Escalation point and subject matter expert for L1 IT support representative.

Responsible for critical incident management.

Providing technical training for new hires and managing knowledge base



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Responsible for critical incident management.

Providing technical training for new hires and managing knowledge base

## TECHNICAL SUPPORT REPRESENTATIVE

April 2012 - September 2014

TRANSCOM WORLDWIDE INC | TALKTALK

Front Line Technical Support for internet service related concerns across United Kingdom.

## TECHNICAL SUPPORT REPRESENTATIVE

April 2010 - March 2012

IPLUS INTELLIGENT NETWORK INC | PLDT

Front line technical support for small-medium enterprise clients.

Managing internet service incidents across metro manila.

Responsible for deploying field engineers



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## EDUCATION & TRAINING

### OUR LADY OF FATIMA UNIVERSITY

BACHELOR OF SCIENCE IN NURSING

2005 - 2009

### MICROSOFT (VIRTUAL TRAINING)

Microsoft Azure Fundamentals  
Microsoft Defender for Office 365  
Microsoft Defender for Cloud Apps

December 2021

### MIS NET

MS-101A: Microsoft 365 Mobility and Security

December 2019



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## HOBBIES

I love playing online games that involves some kind of strategy and goal-orientation like DOTA 2 and Call of Duty .

Aside from being a gamer, I also spend my free time exploring countryside using my motorbike.

When there is a long weekend, I travel out of town to breath fresh air and see beautiful beaches/mountains



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

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