Carl Jeffrey De Guzman

Contact Details

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Career Objective

To seek a fulfilling position that allow me to fully contribute my technical skills and knowledge that are acquired on my work experiences and education thus achieving professional enhancement and growth that benefits both the company and me.

Certificate and Trainings

- CCNA 1 – Introduction to Network
- CCNA 2 – Routing and Switching Essentials
- CCNA 3 – Connecting Network
- CCNA 4 – Scaling Network
- Introduction to Cybersecurity
- AZ-900 Microsoft Azure Fundamentals
- Google Associate Cloud Engineer

PROFESSIONAL EXPERIENCE:

- **L2 Application Support Engineer**   **(January 16, 2023 – Present)**
  Console Connect Philippines Inc.
  - Provide level 2 escalation for system issues, resolving problems urgently to minimize customer downtime and disruption.
  - Conduct comprehensive analysis and diagnosis of complex technical problems, escalating to the Development team or specialized teams when necessary.
  - Attends to service requests and do necessary system configuration and coordinates with high level support if beyond capabilities.
  - Responsible for technical troubleshooting and ensure timely resolution.
  - Proactive platform and infrastructure monitoring to ensure platform and service availability.
  - Perform troubleshooting in Network and Cloud Infrastructure
  - Maintain accurate records of support activities, including ticket management, issue resolutions, and updates to the knowledge base.
  - Provide support communication to clients from query to resolution via email & JIRA ticketing system

- **Technical Operations Support Engineer**   **(Jan. 17, 2022 – Jan. 15, 2023)**
  Information Professionals Inc.
  - Resolve end-user issues through step by step instructions related to hardware, software and networking support.
  - Field incoming support requests submitted through phone calls, emails, or on-line chat rooms.
  - Log all support requests and escalations in ticketing system.
  - Vendor employee for Globe Telecom
  - Accept inquiry and concern via calls and emails
  - Ticket creation for different services such as Office365, GWS, DNS, MIPBX, MRTG, etc.
  - Perform troubleshooting to different services
  - Incident Report creation
  - Proper escalation to the support team

- **L2 Application Support Engineer**   **(Sept. 28, 2020 – March 4, 2021)**
  HCL Technologies Inc.
  - Troubleshoot App and Web Malfunction (GlobeOne App)
  - Check API Logs using SOUPUI, REST, AWS.
  - Network and Server Troubleshooting using Linux.
  - Accept and resolved tickets and provide incident summary

Educational Attainment

Bachelor of Science in Computer Science

Asian Institute of Computer Studied
2016 - 2020

Personal Information

- DOB: June 15, 1992
- Status: Married

Hobbies

- Basketball
- Motor Rides
- Eating

Personal Skills

- Good Communication Skills
- Passion To Learn New Things
- Innovative
- Service Oriented
- Time-Management

- **Technical Support – IT Department   (Jan. 6, 2020 – March. 13, 2020)**
  - **Inspiro Relia Inc.**
    - o Provide Level 1 Support, handle troubleshooting and maintenance as well as monitoring and deployment of ITequipment.
    - o Accept and resolved incident tickets raised by agent.
    - o Configures Active Directory

TECHNICAL SKILLS:

- Computer Hardware and Software Skills
  - o Computer Hardware Troubleshooting
  - o Computer Technical Support
  - o Computer Peripherals Installation
  - o Software Installation
- Network Troubleshooting
  - o Network Configuration
  - o Network Installation
  - o Network Cabling
- Programming
  - o Java
  - o C/C++
- Web Development
  - o HTML
  - o CSS
  - o Javascript
- Microsoft Office (MS Word, Excel, Powerpoint etc.)
  - o MS Word
  - o MS Excel
  - o MS Powerpoint
  - o Outlook
- Ticketing Tool
  - o Jira
  - o ServiceNow
  - o Remedy
  - o Salesforce