

Francis Malimban

Solutions Technician

- Email me on Indeed: [indeed.com/r/Francis-Malimban/3754dd4e2ee4fa11](https://www.indeed.com/r/Francis-Malimban/3754dd4e2ee4fa11)

I am an experienced IT professional and graduate student looking to apply my combination of excellent technical background and communication skills to create value for your company by using my passion for IT and management to demonstrate a high standard of excellence and productivity.

Authorized to work in the US for any employer

WORK EXPERIENCE

IT Technician II

Moss Adams LLP - Seattle, WA -

August 2017 to Present

Duties and responsibilities include the following

- Tier II technical support for end-users
- Tracking, routing, and escalation of support cases to appropriate teams if necessary
- Communicating with vendors to assist with resolving application-specific problems
- Escalation resource for support cases that lack documented solutions or requires longer time to work on
- Knowledge resource for Tier I technicians.

IT Technician

Holland America Line Inc - Seattle, WA -

December 2016 to August 2017

Duties and responsibilities include the following

- Management of Active Directory to set up and maintain employee user accounts and workstations.
- Responding to service support requests via phone and e-mail in a high call volume environment. (1000+ users per helpdesk support specialist)
- Troubleshooting user issue using documented procedures as well as coming up with solutions for non-documented user issues.
- Tracking, routing, and escalation of problems and requests to appropriate teams
- Processing of user account creation, modification, and termination security requests
- First line of response for emergency and/or high-priority incidents
- Escalation resource for IT Support Specialist I team members.

Solutions Technician

Parametric Portfolio Associates -

September 2016 to December 2016

Duties and responsibilities include the following

- Management of Active Directory to set up and maintain employee user accounts and workstations.

- Troubleshooting and resolving IT automation job failures via CA Automation Workload
- Responding to help desk service requests for employees via Zendesk
- Management and troubleshooting of employee workstations, mostly VMware virtual machines
- Documenting troubleshooting processes for future reference
- Setup and provisioning new company workstations

IT Support Specialist

LiquidPlanner -

June 2015 to August 2016

Duties include the following

- Using Zendesk to track, respond to, and escalate IT support tickets in the corporate office while receiving 99%+ satisfaction ratings.
- Troubleshooting and maintaining corporate office network infrastructure
- Management, maintenance, troubleshooting, and providing quality technical support for office technology equipment, including workstations, laptops, servers, network hardware, printers, and VOIP phones.
- Implementation of company IT security policies
- Act as a representative for the company when contacting vendors for IT/software related purchasing and support requests for • Management of employee accounts including Office 365, Google Apps, and Active Directory Federation Services
- Building a knowledge base to reference documented IT processes and self-help articles for clients
- Setup and imaging for new company workstations
- Working on projects to improve infrastructure and automation of IT processes

Prep Cook

Great American Casino -

September 2007 to July 2011

EDUCATION

Masters of Science in Project Management

City University of Seattle

2016 to Present

Bachelor's in Information Technology and Administrative Management

Central Washington University

2013 to 2015

CERTIFICATIONS/LICENSES

CompTIA A+

August 2019

ADDITIONAL INFORMATION

SKILLS

- Excellent communication skills for professional/corporate environment
- Work well under high pressure, including time management.
- Teamwork and leadership skills and experience
- Adept knowledge of Microsoft Server, Active Directory, virtual machines (VMware and Hyper-V)
- Knowledge of IT support ticket tracking systems, such as ZenDesk, ServiceNow, EasyVista
- Customer service skills attained through years of working to solve problems for end-users