

JOSH BACOLOD

Cloud/App Support Associate

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CERTIFICATIONS / TRAINING

- Microsoft Azure Fundamentals
- CompTIA A+ Certification
- Google IT Support Certificate
- Microsoft 365 Fundamentals

LANGUAGES

- English Native ●●●●●
- Filipino Native ●●●●●

SKILLS

Hard Skills

- Python 3.0
- HTML
- CSS
- JavaScript
- SQL
- APIs
- Cloud Platforms
- Command Line Interface
- Web Development
- Continuous Integration/Continuous Deployment (CI/CD)

Soft Skills

- Leadership
- Communication
- Problem-Solving
- Adaptability
- Time Management

SUMMARY

Ambitious professional with a strong foundation in technical support and desktop engineering, actively pursuing software engineering skills outside of work hours. Demonstrated proficiency in managing ticket systems, executing patch deployments, and troubleshooting technical issues. Proven ability to lead teams and drive initiatives for process improvement. Seeking opportunities to leverage skills and passion for innovation in a front-end software engineering environment.

EXPERIENCE

Desktop Engineer | L3 Support Engineer

- Accenture Inc. 01/2024 - Present Mandaluyong
 - Orchestrated over 50 seamless patch deployments using Microsoft Endpoint Configuration Manager (MECM), safeguarding system integrity and security for a user base of 2000+.
 - Managed ServiceNow ticket system with precision, ensuring 100% compliance across 50+ incident and service request tickets while meeting stringent SLA commitments.
 - Delivered application requirements within specified timelines, ensuring smooth operations for business-critical software.
 - Proficient in remote troubleshooting methodologies, utilizing LogMeIn Rescue for swift issue resolution.
 - Developed Knowledge Base Articles, streamlining troubleshooting processes and empowering team members to resolve issues autonomously.
 - Conducted rigorous Quality Assurance (QA) testing to optimize employee productivity and software functionality.
 - Spearheaded sprint meetings of the Desktop Engineering team, fostering collaboration and innovation in a fast-paced environment.

Prompt Engineer

- Accenture Inc. 03/2023 - 12/2023 Taguig
 - Pioneered two prompt engineering initiatives for a global fintech leader, resulting in the creation of over 1200 prompts with productivity and quality scores of 98% and 119.8% respectively.
 - Co-led the second prompt engineering initiative, demonstrating leadership and expertise in driving project success.

Co-Manager

- Royale Regent Realty Corporation 09/2016 - 01/2023 Makati
 - Directed weekly sprint meetings for a team of 23, aligning strategic objectives with quarterly goals and driving productivity improvements.
 - Managed client relationships, including key accounts such as AKN Construction and Technotrans Express Logistics, resulting in a 15% increase in client satisfaction scores.
 - Implemented profit-boosting campaigns and operational enhancements, resulting in increased profitability and improved business operations.
 - Integrated GCash as an alternative payment method, reducing invoice processing time by 30% and enhancing customer experience.
 - Reduced new employee onboarding time by 25% through the implementation of standardized training processes.

EDUCATION

Bachelor of Arts in Psychology

- De La Salle University 05/2012 - 02/2015 Manila