

# JOSH BACOLOD

Cloud/App Support Associate



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City of Makati

## 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