Borja, Timothy Maersk M.

IT Helpdesk II – User Access Administrator

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305 Balagtas St., San Antonio, Cavite, Philippines

Work Experience

IT Helpdesk II – User Access Administrator
Stefanini Philippines - May 2019 – Present

- Process New Starter Account, Leavers Accounts, Location & Job Change, Rehire, Name Change. Maintaining starter & leaver records for history & reports. Activating Office 365 licenses, Lync activated & enabling Enterprise voice, Printer Server Management, Creating Distribution groups & shared mailbox, giving access to shared mailbox within Office 365

- Administers different levels of access through Active Directory or tools that simulate the properties of Active Directory.

- Oracle E-Business Suite Account Management

- Powershell Scripting

- Mobile Device Management

- Analyzes existing access profiles and identify key modifications that needs to be performed in order to fulfill corresponding security updates or changes based on user's functional changes.

IT Helpdesk I – Subject Matter Expert

Stefanini Philippines - Nov 2017 - May 2019

- Handled web, phone and email submitted incident tickets., Provide 24/7 IT helpdesk support to all client's company related peripherals via remote software, ticketing, emails, chat or call. (USA, Australia)

- SAP, ASP, AS400 Oracle, Linux/Unix, SQL Plus User, Active Directory Users/Computer Account Management

- Guest Wireless Management, Quarantined Email Management, Airwatch/Intune Admin Management, RSA SecurID Console Admin Management

- Microsoft Authenticator (MFA) Support

- Cisco AnyConnect (VPN) Support

- Support MS Office 365(Skype for Business, Outlook, Word, Excel, Powerpoint, Teams)

- CyberArk Admin Account Management

- Remedy and RightNow Ticketing Tool Management

- SharePoint and Shared folder management

- Handling critical line for Plant Outage

Technical Skills

- **Powershell**
- **Windows Administration (Exchange/AD/Server/SCCM)**
- **CCNA (Trained)**
- **Linux**
- **Basic Knowledge: C, C++, Python, Java**

Web Development

- **Intermediate (Front End): HTML, CSS (+Bootstrap 4), JavaScript (ES6, DOM & jQuery).**
- **Intermediate (Back End): NodeJS (Express, EJS, ReactJS), API, DB (SQL, MongoDB), RESTful API, Authentication (BCrypt, PassportJS, OAuth 2.0)**

Mobile App Development (Preferred)

- **Intermediate: Flutter/Dart Language (API [Google Firebase, HTTP], State Management, Customized Widget, Modularization)**

GitHub Repository

https://github.com/kdgbduyu28?tab=repositories

Education

San Sebastian College Recoletos de Cavite

Cavite City, Cavite

BS Electronics Engineering – 2012-2017

Character Reference

Francis Garcia   **+639472132581**

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Pasay City, NCR, Philippines

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