

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, ReactJS).
 - Intermediate (Back End): NodeJS, API, DB (SQL, MongoDB), RESTful API, Authentication (3rd Party and Server Side)
- ### 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>

Personal Portfolio Site

<https://portfoliowebdev.herokuapp.com/>

Education

San Sebastian College Recoletos de Cavite

Cavite City, Cavite

BS Electronics Engineering – 2012-2017

Character Reference

Francis Garcia

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