



# RAPHAEL LANDRE BORLONGAN

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## PROFESSIONAL SUMMARY

Security-minded IT Professional with 4+ years of experience in system administration, endpoint security, and user access management across Windows, Mac, and Linux environments. Strong foundation in network and application security, MDM policy enforcement, and automation. Certified in Security+, CySA+, and SSCP, with hands-on experience implementing secure IT environments, reducing security incidents, and streamlining identity and access control. Passionate about cybersecurity and currently pursuing a B.S. in Cybersecurity.

## CERTIFICATION

Comptia A+, Networking+, Security +, CySA +, SSCP

## SKILLS

- MDM
- Networking
- IT Asset Management
- Active Directory
- Microsoft Entra (Azure)/ Microsoft 365 Admin
- Patch Management
- PowerShell
- Windows/Mac/Linux Troubleshooting
- Device configuration

## EXPERIENCE

### Junior System Administrator

July 2024 - Current

San Francisco Campus for Jewish Living | San Francisco, California

- Orchestrated the configuration of Windows Autopilot and GPO policy across the branches, reducing post-deployment support time by 40%.
- Rolled out and managed MDM policies for over 200 Apple and Android devices, enhancing security and tailoring configurations to specific job roles. This resulted in a 40% reduction in security incidents and streamlined device management across the organization.
- Conducted daily monitoring of IT-related SaaS applications and device health, verifying the availability of O365, third-party applications, MDM, and SyxSense.
- Worked closely with Systems Engineers and the Service Desk Manager to plan and implement Service Desk infrastructure enhancements, such as offboarding automation and creating Microsoft PowerApps service requests.

### Service Desk Business Analyst

August 2022- July 2024

San Francisco Campus For Jewish Living | San Francisco, California

- Implemented and configured an asset management system, replacing outdated Excel spreadsheets and streamlining asset tracking and management processes, resulting in a 35% increase in operational efficiency.
- Resolved over 1000+ L2 and L3 issues related to hardware failures, software errors, network connectivity, malware, operating system problems, data corruption, and peripheral issues, increasing customer satisfaction by 20%.

- Deployed and optimized Zoom conference room solutions, enhancing virtual collaboration and communication for remote teams.

Desktop Support Intern

May 2022 - August 2022

Fiveg | San Ramon, California

- Provided technical support to the company, helping over 3000 employees worldwide.
- Updated 2,000+ warranties for Lenovo laptops on asset management software, making tracking which laptops need to be refreshed easier and saving hours of manual data mining.
- Validated and updated ~3500 active user emails and status on the asset management database.
- Assisted network and system administrators in configuring profiles and policies on Microsoft Intune and JAMF, which resulted in a more secure asset management environment.
- Created and documented SOP for the new inventory and intake process of newly bought assets.

IT Support

April 2022 - May 2022

Truepill | Hayward, California

- Configured and installed over 30 enterprise printers such as Lexmark, Zebra, Dyno, and Brother's printers, creating a productive environment and achieving a 20% reduction in printing downtime.
- Onboard and offboard over 200 employees through Google Admin Workspace and Azure Active Directory, ensuring smooth access to resources and secure data management during offboarding.
- Migrated users from Jumpcloud to JAMF and Microsoft Azure Active Directory, resulting in a 40 % improvement in user experience and management overall.

Automation Vehicle Operator / Operation Lead

January 2021 - December 2021

Cruise Automation | San Francisco, California

- Supported teams by troubleshooting AV issues, resulting in an increase in data collection efficiency by 20%
- Operated mapping vehicles, completing multiple routing tiles, expanding and improving automation vehicle restrictions.

Application Security Intern

January 2020 - July 2020

Kaiser Permanente | Pleasanton, California

- Created a Selenium automation script in Java that checks the protocol version that the websites are using, which is based on Qualys SSL lab, resulting in 80% efficiency in production.
- Processed 10+ access request tickets weekly using JIRA ticketing software, resulting in high customer satisfaction.
- Prepared instructional video on how to do a self-service assessment, helping the developers to learn how to use the assessment tool.

## EDUCATION

Bachelor's in Science (B.S.)- Cybersecurity and Information Security

~ 2025

Western Governors University, Millcreek, Utah

Associate in Science (A.S.) - Information Technology

May 2023

Las Positas College, Livermore, California