

# Michael Ryan Respicio

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## EXPERIENCE

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### Information Technology Engineer L2

September 2023 – Present

*Create MSP Technology LLC*

*JLT, DXB*

- Developed PowerShell scripts to automate tasks in Microsoft 365, Intune, and Exchange, improving efficiency and reducing manual effort
- Managed Windows Server updates and migrations to ensure system stability, security, and performance
- Maintain virtual host server and virtual machines using Hyper-V for backup and updates
- Handled and maintain Windows Server from version 2012 until version 2019 for backup and updates
- Maintain Hikvision and Ubiquiti CCTV to check playback, backup and updates
- Maintain Unifi controller to update network switch and access points and, to adopt new access points
- In-charge of coordination for on-going IT-related projects of the clients
- Assess and troubleshoot Microsoft 365 user issues for multiple clients
- Provided multiple improved How-to guides in our knowledge base for Microsoft 365 issues
- Support end users to their IT issues both through on-site and remote session
- Attend calls for customers' IT concerns and inquiries

### Information Technology Support

June 2021 – August 2023

*Majestic City Retreat Hotel*

*Bur Dubai, DXB*

- Implemented TicketDesk, a ticketing system for IT requests sent by all staff
- Assisted in upgrading the network switches and access points through network configuration of the entire Hotel
- Proposed an upgrade plan for the network infrastructure of Hotel
- In-charge of coordination with the account manager in Etisalat for internet escalation and requests
- Assess and troubleshoot computer problems brought by administration
- Maintain fingerprint access, ZKTeco device connected to Biostar 1, to add/remove users and backing up data
- Maintain network infrastructure for guest network
- Maintain upkeep of computers, printers, POS, and other IT devices in Hotel
- Maintain Google Workspace account for emails, storage and applications
- Proposed an upgrade plan for the network infrastructure of Hotel

## CERTIFICATION

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Microsoft 365 Certified: Fundamentals

November 2024

Microsoft Certified: Azure Fundamentals

December 2024

Microsoft Certified: Security, Compliance, and Identity Fundamentals

January 2025

## PROJECTS

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### M365 to M365 Email Migration | *MS Graph, API, BitTitan, Powershell, DNS*

March 2025

- Migrated all users, groups and security groups's configuration through scripting
- Created predefined API for access and permission to migrate for both source and destination tenant
- Implemented API connection for Microsoft to BitTitan
- Ensured that all prerequisites are checked upon premigration process
- Transferred all DNS configuration to new tenant
- Random checking migrated information, mailboxes and licenses in destination tenant
- Assisted technical team for any escalation about issues faced upon post migration
- Assisted users for the post migration process

### Microsoft 365 Quick Action Script | *Powershell, Microsoft Graph, Exchange Online*

February 2025

- Developed a script to be used by IT team for Microsoft 365 tasks
- Focused on Microsoft 365 and exchange modules such as reset password, enabling online archive etc.
- Gave a detailed how-to instruction on using the script

### Client File Structure Revamp | *Active Directory, Teracopy*

November 2023

- Coordinated with point-of-contact to gather requirements for the project
- Created an action plan including users, security group and policies to create a timeline
- Implemented the file structure, updating the user group policy and assigning to all folders
- Moving all the files using teracopy to ensure the files not being lost
- Supported the follow-up request upon finishing the project

## EDUCATION

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**De La Salle University**

Manila, PH

*Bachelor of Arts in Computer Science, Major in Software Technology*

*August 2015 – February 2020*

## TECHNICAL SKILLS

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**Tenant:** Microsoft 365, Google

**Devices:** Ubiquiti, Fortinet, Sonicwall, ZKTeco, Avaya

**Applications:** Synology NAS, Hyper-V, Avaya IP Telephony, Unifi, HikVision, Unifi, Opera, Micros, BitTitan

**Programming Languages:** Java, Python, C/C++, SQL (mySQL) HTML/CSS, R

**Ticketing System:** Autotask, ServiceNow, TicketDesk

**Server:** Windows