

# Ma. Victoria Demecillo

Remote Desktop Engineer



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## About Me



Hi, I am Ma. Victoria and I'm a remote desktop engineer. I work as a remote technical assistant and service operations support, acting as an escalation from other support teams.

I am well versed with **Exchange**, **Networking**, **Storage**, **Desktop Management Windows 7 and 10**, **Active Directory**, **Azure AD**, **Citrix**

## Technical Skills

- Email Administration: **Microsoft Exchange 2010**, **Microsoft Exchange 2013** and **Exchange Online**
- **Office 365** / **O365 Admin Center** - Setting up O365 account from scratch
- **Active Directory**, **Azure AD** management
- **IBM Notes**, **Lotus Notes**
- **Lync**, **Skype for Business**, **Microsoft Teams**
- Desktop related and corporate applications troubleshooting
- Virtual Machines management: **Citrix Studio**
- Ticketing Tools: **ITSM Maximo**, **BMC Remedy**, **ServiceNow**
- Mobile device support: **MobileIron**, **Intune**, **BlackBerry**
- Remote desktop tool: **Skype**, **Dameware**, **TeamViewer**, **Bomgar**, **CrocViewer**, **LogMeIn**
- VPN Support: **Cisco AnyConnect**, **F5 Big IP Edge Client**
- **SCCM** troubleshooting
- Currently taking up **CompTIA Network+** with Certification
- Certified with **Fundamentals of Workforce Management**

## Experiences

10th Floor, Tower 3, Science Hub, McKinley Hill, Taguig City

### ATOS - SYNTEL

Remote Desktop Engineer /  
Remote Technical Assistant /  
Service Operations Support

November 2018 - Present  
[atos.net](https://atos.net)

- Provide technical support to end users and staff on computer operation and other issues.
- Act as local IT for the client image computers.
- Supports remote access to Client environment.
- Install, update, and repair software on the organization's systems and applications.
- Resolve desktop related problems or escalate it to the respective technical support team.
- Moved eventually to RTA team, served as second line support for Service Desk Analysts.
- Intermediate to advanced solution support for Exchange, Networking, Storage, Desktop Management Windows 7 and 10, Active Directory, Azure AD and Citrix.
- Serve as an escalation/immediate support for front-line agents when the issue requires intermediate to advanced troubleshooting
- Help in the knowledge management for Service Desk; create / update knowledge articles.
- Ensure quality actioning of service requests and workflow management e.g. ticket - creation/triage/classification/prioritization/assignment/actioning/resolution/closure.
- Liaise closely with other cross-functional tier support teams.
- Support for core Client applications.
- Performs account administration (creations and terminations).
- Moved eventually to SOS team
- Addresses all conflicts, challenges and showstoppers by collaborating across other support teams and escalating when necessary.
- Owns escalated Incidents from L1/RTA support teams, get daily updates from SMEs, understand the situation, escalate, if necessary, to keep the ball rolling and provide updates to the end users.
- Provide VIP end-users support acting as their champion and owning the request or incident to completion

2nd Floor, One World Square, McKinley Hill, Taguig City

## CGI Philippines

Service Desk Specialist / IT  
Security Analyst

July 2016 - August 2018

[cgi.com](http://cgi.com)

- Handles incident tickets with utmost carefulness depending on the level of urgency and impact on the business via phone, chat or email.
- Handles first line incidents, including triage and troubleshooting, resolution where possible and assignment where required to 2nd/3rd line support teams and third parties.
- Troubleshooting software problems and printer problems
- Familiar with Active Directory, VPN Connection, Citrix Environment, IBM Notes/Lotus, MS Outlook/Outlook 365/Exchange ticketing tool such as; ITSM Maximo and BMC Remedy, remote desktop tool (Bomgar, Remote Desktop Connection, IBM BigFix Remote Controller, SCCM)
- Troubleshoot Retail devices such as Registers, Debit Machines, Scanners, POS and Printers
- Handles user account creation, modification and deletion thru Active Directory, Exchange, Mainframe and IBM Lotus Notes
- Handles support for Video conferencing and SFB conferencing troubleshooting
- 3 months after doing front liner tasks, I was assigned to handle Quality Assurance responsibilities for almost a year. Then moved to Queue Management handling ticket escalations and backlogs. I also did ADHOC tasks such as sending reports to higher ops and clients.
- Last task given was a backup of our team's Workforce Analyst

## Cognizant Philippines

Sr. System Engineer

October 2015 - April 2016

[cognizant.com](http://cognizant.com)

2nd flr Tower 4, Science Hub, McKinley Hill, Taguig City

- Handles mostly MS Outlook and AD account concerns.
- Triage for client specific applications.

## Stefanini Philippines

IT Service Desk

September 2013 - August  
2014

[stefanini.com](http://stefanini.com)

30th Floor GT Tower, Makati City

- Supports technical and some financial queries from Ernst and Young employees via phone, email or chat.
- Supports Lotus Notes and Outlook users.
- Responsible for setting up corporate emails on user's mobile phones (iPhone and Blackberry), authentication support, and desktop related concerns.
- Handles internal/corporate application support, account administration and password resets, vpn issues for home-based users, and mobile device management.
- After meticulously exhausting level1 troubleshooting steps, escalate tickets to the appropriate Level 2 technical group for further assistance and permanent resolution.

## TeleTech Inc.

Technical Support 1

Jun 2008 - June 2012

[www.ttec.com](http://www.ttec.com)

4th Floor SM City, Bacoor, Cavite

- Provides Level 1 technical support for HP notebook customers.
- Handles admin tasks for Telstra account customers.

## Education

### Pamantasan ng Lungsod ng Muntinlupa

BS in Computer Science

April 2007

Bachelor's degree in Computer Science from Pamantasan ng Lungsod ng Manila, Reservation, Brgy. Poblacion, City of Muntinlupa

Ma. Victoria Demecillo - [mvdemecillo@gmail.com](mailto:mvdemecillo@gmail.com) - References available on request