

Edwin Aycardo

aycardowedwin@gmail.com

+63 9109734839

Summary

With a robust background in IT support, customer service, and technical assistance across multiple organizations, I offer valuable expertise to any IT team. Through roles at Petsure Service Inc., Fusion BPO Services, and Ttec, I've consistently excelled in swiftly resolving technical issues, optimizing workflows, and promoting effective collaboration. My proficiency spans remote IT support, disaster recovery, and global service desk management, ensuring uninterrupted operations and user satisfaction. Moreover, my customer-centric roles at Teletech Philippines and Sitel Philippines have honed my ability to deliver exceptional service and address inquiries efficiently.

Career history

Senior IT Remote Support at Petsure Services Inc.

Jan 2024 - Present (6 months)

- Pasig, Philippines

- Engaged in dynamic collaboration with cross-functional teams to swiftly pinpoint and resolve intricate technical challenges, fostering a culture of innovation and problem-solving excellence.

- Distinguished for adept verbal and remote troubleshooting skills in providing comprehensive desktop support, ensuring seamless user experience and operational continuity.

- Demonstrated expertise as an Active Directory and O365 administrator, orchestrating efficient user management and optimizing organizational workflows.

- Spearheaded the management of group and distribution lists, ensuring streamlined communication channels and enhanced team collaboration.

- Managed file sharing operations seamlessly utilizing Liquid File, facilitating secure and efficient data exchange within the organization.

- Proficiently handled ticketing systems, ensuring prompt resolution of user queries and technical issues to maintain optimal operational efficiency and user satisfaction.

- Exhibited proficiency in VMware backup and restore processes, facilitating smooth migrations and data continuity in dynamic IT environments.
- Responded promptly to critical incidents via PagerDuty, demonstrating a proactive approach to system monitoring and maintenance to minimize downtime and ensure business continuity.
- Expertly managed Nuc and 10 zigz systems, optimizing hardware performance and ensuring reliable functionality to support organizational objectives.
- Implemented and maintained VPN solutions, enabling secure remote access for users and ensuring data privacy and confidentiality in line with organizational standards.

Senior Information Technology Helpdesk Support Role at Fusion

Jul 2023 - Dec 2023 (6 months)

*Ensured seamless IT support delivery in a dynamic, fast-paced environment.

*Expertly troubleshooted hardware and software issues, resolving them efficiently.

*Demonstrated a strong understanding of VOIP and networking principles.

*Managed IT requirements within a call center environment, enhancing operational efficiency.

*Provided adept IT assistance to staff and customers, addressing their concerns effectively.

*Conducted comprehensive end-user training on hardware functionality and software programs.

*Maintained databases, ensuring system security, and documented processes comprehensively.

*Stayed updated about technological advancements and IT support trends, driving continuous improvement.

Information Technology Analyst at TTech

Jan 2017 - Jun 2023 (6 years 6 months)

Quezon, Philippines Respond promptly to incidents and outages reported by end-users and provide timely resolution to Jan 2017 - Jun 2023 minimize downtime.

Utilize ticketing systems such as Service Now/Asknow to document and track support requests,

ensuring accurate and thorough records of incidents and resolutions.

Troubleshoot software and hardware issues reported by end-users, diagnose problems, and provide effective solutions.

Assist users with LMI (Local Machine Interface) support, remotely accessing their systems to diagnose and resolve technical issues.

Conduct Teamviewer/Anydesk/Screenmeet/Teams/Zoom sessions with users to provide guidance,

training, and troubleshooting assistance.

Collaborate with L2, DO, DE, SE, SCCM, NE, Director, and VP support teams, escalating complex or

unresolved issues for further investigation and resolution.

Perform data entry tasks accurately and efficiently, ensuring that information is updated and maintained in relevant systems. Assist with email configuration and troubleshooting, VPN

connectivity, and conduct data analysis as required.

Conduct security group checks to ensure proper access permissions are granted and assist in the creation of RFCs (Request for Change) to implement necessary changes.

Stay up-to-date with technological advancements and industry best practices to enhance technical

skills and knowledge

Level 2 Technical Support Role at Sitel

Aug 2012 - Sep 2016 (4 years 2 months)

Pasig, Philippines Handle customer inquiries related to billing, fees, and prorated charges for phone, TV, and internet

Aug 2012 - Sep 2016 services.

Explain complex billing statements and charges in a clear and understandable manner to customers.

Resolve customer concerns and disputes regarding billing discrepancies or inaccuracies.

Provide assistance with setting up or modifying service plans to meet customer needs.

Collaborate with internal teams to ensure accurate billing and timely resolution of customer issues.

Keep up-to-date with Bell Canada's products, services, and promotions to effectively address

customer queries.

Maintain detailed and accurate records of customer interactions and transactions

Strive to achieve high levels of customer satisfaction and retention through excellent service

delivery.

Identify opportunities to upsell or cross-sell additional Bell Canada services based on customer

needs.

Gather customer feedback and insights to contribute to product enhancements and service

improvements

Skills	Troubleshooting Skills, TICKETING, Customer Service, Problem Solving Skills, Microsoft Active Directory, Microsoft Office 365, Virtual Private Network, Remote Support, VMware, Incident Management
Languages	English, Filipino
Education	Primary/Secondary School/"O" Level from Pamantasan ng Lungsod ng Marikina Finished 2010
Licences & certifications	Englist for IT 1 & 2 Issued by Cisco Jul 2024 - Current CompTIA Network+ Certificate Issued by Ttec Current