

JAMES PAUL RODIL ESPEÑA

I.T Helpdesk Specialist



CONTACT & PERSONAL DETAILS

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OBJECTIVE

Customer-focused Service desk specialist or I.T technician with over 10+ years of active experience in providing quality service to customers in all assigned tasks while upholding regulations. I am looking for a position in a dynamic organization where my skills will be fully utilized while learning and obtaining more skills at the same time.



EXPERIENCE

STEFANINI PHILIPPINES

PASAY CITY, PH.

March 2014 – Present

ALCOA AUSTRALIA LTD.

I.T HELPDESK SPECIALIST

Similar to my other I.T Helpdesk task my role is to assist and perform I.T related assistance for an end user. Part of this task is to troubleshoot, report and log possible instance of outage (whether it is a network or application instance), perform installation and updates as part of the organizations requirements and etc. And for this said task, We are required to create a ticket (either Incident or Request) and respond to it on a timely manner depending on the urgency and weight of the issue.

ALCOA AUSTRALIA LTD.

H.R HELPDESK SPECIALIST (SHARED TASK)

As an H.R helpdesk specialist my primary role is to help an end user with their HR related concerns. Whether it's an HR system access issues, error logging, escalations, so as reporting and even HR related policy for Alcoa Australia employees.

Accomplishments:

- Currently I'm being considered as the main escalation for our department and all updates and changes that needs to be implemented is being addressed to me first before I relay the information to other colleagues of mine.
- Assisting in creating knowledge base for the process related to Human resources process and guidelines.
- No bad feedbacks from our client since I migrated from I.T helpdesk department.

ALCOA / ARCONIC

NORTH AMERICA REGION

I.T HELPDESK SPECIALIST

As an I.T helpdesk specialist my main concern is to assist an end user in resolving their technical issues such as application problems and errors, network problem, access issues, outages etc. We are also the one who create tickets and do routing to other department to ensure that current and emerging issues will be fix in a timely manner to avoid potential profit loss for the company.

Accomplishments:

- I received multiple recognitions for exemplary performance including director's club recognition.
- I was recognize as one of the most technical individual for this line of support.

ERNST AND YOUNG (EY)

GLOBAL SUPPORT

I.T HELPDESK TECHNICIAN

Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware. Respond to queries either in person or over the phone. Respond to email messages for customers seeking help. Install, modify, and repair computer hardware and software.

Accomplishments:

- I received multiple recognitions for exemplary performance including director's club and numerous recognitions as a top performer.

ALORICA PACIFIC RIM

MAKATI CITY, PH.
*October 2012 –
March 2014*

AT&T UVERSE AND MOBILITY

TECHNICAL SUPPORT

PORTING SPECIALIST

RETENTION SPECIALIST

As a Technical support specialist my task is to provide a timely and accurate troubleshooting for hardware and software issues. Analyze, resolve, and maintain both hardware and software for networks and telecommunications. We do interact with end-users via phone, email, or messaging to help resolve their technical issues. We do record all technical issues and resolutions in a computer-based ticketing system.

As a Porting or Phone number transfer specialist, I am responsible for the overall service delivery of voice and number porting to customers (new and existing), the Number Transfer Specialist directive of AT&T is focused on providing quality customer service experience while providing a timely and error-free service.

As a Retention specialist my primary role is to make sure that dissatisfied consumers or customer who wants to discontinue their services will be kept by any means possible by either compensating them for The inconvenience that they received or by granting their request as a courtesy.

SAMSUNG AMERICA LAPTOP AND MOBILE SUPPORT TECHNICAL SUPPORT SPECIALIST

As a Technical support specialist my core responsibilities include resolving network issues, configuring operating systems, provide technical dispatch and return for Samsung consumers. All this query and request is being handled over the phone and via email.

TELETECH

MANDALUYONG, PH.
*October 03, 2011 –
October 19, 2012*

T-MOBILE LEVEL II TECHNICAL SUPPORT

As a Level II Technician, I am the one in charged with advance issues and escalations concerning mobile devices and Services for T-Mobile consumers. This role includes troubleshooting, compensation, device replacement and corporate escalation if consumer safety and company's morale is on the line.

CONVERGYS

MAKATI CITY, PH.
*September 09, 2010 –
October 01, 2011*

YAHOO! TECHNICAL SUPPORT HOSTING & LISTING SOLUTION SPECIALIST

For Yahoo! Our primary role is to assist paid consumer in configuring their email clients using the Yahoo Mail Plus Service as well as other listing services incorporated with their website such us Yahoo Finance, Sports, News etc. and most important for them to appear on the search listings using the Yahoo search.

WEST CONTACT SERVICES

MAKATI CITY, PH.
*May 14, 2007 –
June 06, 2010*

CRICKET WIRELESS (U.S)

TECHNICAL SUPPORT SPECIALIST

JUMP MOBILE (U.S)

TECHNICAL SUPPORT SPECIALIST

As a Technical support specialist for West Contact Services my job is to perform troubleshooting for customers hand held devices. But aside from technical support we also deal with billing, top-up, application support and customer query for products and services for both Cricket Wireless and Jump Mobile since both company is affiliated with each other in terms of services policies and market.



EDUCATION

CERTINET TRAINING CENTER

WINDOWS SERVER ADMINISTRATION

INFORMATICS COLLEGE CAVITE

ADVANCE DIPLOMA IN INFORMATION TECHNOLOGY
GRADUATE

IMUS, CAVITE PH.

June 2016 –

April 2019

PHILSSEC INSTITUTE OF TECHNOLOGY

BACHELOR IN COMPUTER SCIENCE
UNDERGRADUATE

IMUS, CAVITE PH.

June 2003 –

April 2005

E.T TIRONA MEMORIAL NATIONAL HIGH SCHOOL

SECONDARY LEVEL OF EDUCATION
GRADUATE

KAWIT, CAVITE PH.

April 1999 –

April 2003



SKILLSET & COMPETENCIES

PROGRAMMING

- HTML, CSS, JAVASCRIPT, JQUERY, API's and JSON
- BOOTSTRAP
- MARKDOWN (GitHub's .MD modification)
- REACT JS
- VB.NET

- JAVA
- SQL
- GIT
- BATCH & BASH SCRIPTING
- PYTHON (In combination with REST API's or web scraping to create CLI Applications)

OPERATING SYSTEMS

- LINUX (ARCH and DEBIAN BASE DISTROS)
- MICROSOFT WINDOWS (7,8,10 , Server 2012 and 2016)
- TAILS O.S
- KALI and BLACK ARCH
- FREEDOS

NETWORKING

- NSLOOKUP
- SSH
- PORT FORWARDING (Using NOIP for P2P cameras)
- VIRTUAL PRIVATE NETWORK
- FILE AND PRINTER SHARING
- BASIC NETWORKING CONFIGURATION ONLY (But I do have plans in taking up a comprehensive course related to *Network Administration*).

TICKETING SYSTEMS

- SERVICE NOW
- REMEDY
- ZOHODESK

REMOTE DESKTOP APPLICATIONS

- MICROSOFT REMOTE DESKTOP
- TIGHT VNC
- TEAMVIEWER
- MIKOGO

EMAIL & MESSAGING CLIENTS

- DOMINO / LOTUS NOTES
- OUTLOOK
- SAMETIME
- SKYPE FOR BUSINESS

ENCRYPTION

- PGP or PRETTY GOOD PRIVACY BY SYMANTEC
- RSA ENCRYPTION

PENETRATION TESTING TOOLS

- METASPLOIT FRAMEWORK
- NMAP
- XERXES (Network Stress Testing Tool)

- UNICORN SCAN (Network Scanning Tool)
- S.E.T or SOCIAL ENGINEERING TOOLKIT

ADMINISTRATION

- WINDOWS SERVER 2012 and 2016
- SERVER DEPLOYMENT
- HYPER-V and VM's
- ACTIVE DIRECTORY (GROUPS, COMPUTERS, USERS and O.U's)
- GROUP POLICY OBJECT (GPO)
- ROLE-BASED INSTALLATION
- DNS SERVER CONFIGURATION
- DHCP CONFIGURATION (Admin and Users)
- CLIENT ACCESS LICENSES (CAL's)
- DFS and FILE SHARE

H.R APPLICATIONS

- SHAREPOINT WORKSPACE
- ORACLE HRMS
- WORKDAY
- CONCUR
- TALEO

FUTURE GOALS



Currently I am saving few bucks for myself due to the reason that I want to study Cybersecurity and A.I programming at the same time, and for the said courses and certifications required plus the equipment needed is no joke. But even though, I am optimistic because I know that the future of Information Technology relies on both Cybersecurity and Automation and before it happens I want my self to be included to those who's in line.

But for the meantime while waiting, I am focusing more onto the development side and I do appreciate and really thankful for all the websites that offers free courses such as *Udemy*, *FreeCodeCamp*, *Cybrary*, *Youtube* of course and other similar websites that offers free learning.

