



Robert Patrick Jordan Sazon

IT Support Administrator

rpjsazon@gmail.com 

+447475110834 

Bath, United Kingdom 

linkedin.com/in/rjpsazon 



Highly skilled IT Support Technician with almost 7 years of experience. Maintaining smooth-running software and system performance through astute troubleshooting and issue resolution. Manages diverse repair and maintenance tasks with precision and care to enhance IT department functionality and optimise overall company productivity.

Education

Technological institute of the Philippines
(Manila, Philippines)
Bachelor of Science in Information Technology
(S.Y. October 2014)
CHED National Center of Excellence in Information Technology Education – ABET Accredited

Language

- **English** – Professional Working Proficiency / Not Fluent
- **Tagalog** – Native

Visa

Tier 2 / Dependent Visa

Skills

- Office 365
- SharePoint
- Problem-Solving
- Incident Management
- Cultural Awareness
- Windows O/S
- Desktop Support
- Information Graphics
- PowerShell

Trainings and Certificates

LinkedIn Licenses and Certifications

- **Microsoft Power Automate Essential Training** – Issued April 2021
- **SharePoint Online Essential Training: The Basics** – Issued April 2021
- **Learning Microsoft PowerApps** – Issued February 2021
- **Zoom Essential Training** – Issued September 2021
- **Microsoft Teams Essential Training** – Issued February 2021
- **Microsoft Forms Essential Training** – Issued January 2021
- **Microsoft Management Modern Desktop (MD-101) Cert Prep: 1 Windows Deployment Updates, and Policies** – Issued January 2021
- **HTML Essential Training** – Issued January 2021

Programmable Logic Controller (PLC)
(No Experience)

Omron Training Center
Makati, City Philippines
(September 2017)

- **PCL 101: Basic PLC Programming**
- **PLC 201: Special I/O's Programming**
- **PLC 301: Motion Control**
- **PLC 401: Networking**

Experience

Abu Dhabi University

IT Support Administrator

Abu Dhabi, United Arab Emirates (February 2018 – May 2022)

Help Desk Support

- Handling Students, Faculties, and Staff IT requests via face-to-face, phone call, email, remote session, or video call and log the requests and used Manage Engine to track support tickets and document actions per SLA.
- Prioritised ticket queue, closing interactions and logging requests upon query resolution.
- Provided first line technical support to clients, responding within agreed timescales, and resolved issues and escalated problems with knowledgeable support and quality service.
- Providing technical support that uses any remote application like AnyDesk and Microsoft Quick Assist if necessary.
- Assisting online examination (LMS – Blackboard and Lockdown Browser).
- Assisting video conference platform like Zoom Webinars and Teams Meeting.
- Troubleshoot various incidents related to hardware, networks, and software faults.
- Troubleshoot basic network issues and coordinate back to network administrator only if necessary.
- Ensure network connectivity throughout the company's LAN/WAN infrastructure is on par with technical considerations.
- Assisting students with visually impaired using Dolphin SuperNova software to enhance screen magnification.
- Assisting and acting as Webmaster's assistant on embedding post through CMS web pages depending on other departments request.
- Providing technical support on corporate applications like ERP, Microsoft Office 365, Outlook E-mail, or Enterprise Software.
- Established and improved IT governance processes to keep pace with changing demands.
- Answered user questions about hardware and software operation to help resolve problems.
- Organised workspaces for employees with computer, monitors and associated cabling or equipment.
- Achieved Service Level Agreement (SLA) targets by championing consistency and high quality of work.
- Ensure campus IT equipment inside the assigned classroom are working properly by doing a week routine check. The equipment includes, teacher computers, student computers, projector, smartboards, and wireless connectivity around the facilities.

SharePoint Online (Office 365)

- Creating and administrating SharePoint sites for users who are working on list, user permissions, and dashboard reports.
- Providing other departments solutions only if SharePoint Online is applicable to their requirements.
- Offered technical advice to programmers and developers to help optimise designs.

PowerShell ISE

- Basic understanding of scripting using .NET language in PowerShell.
- Basic understanding of creating user interface with Visual Studio.
- Created a simple script using PowerShell to add bulk Teams Class (Group) and Students (Members).

Projects

Risk Register Management in ADU Campus

Developed SharePoint List in Office 365 environment wherein users can work together in the same data list without seeing each other's inputs and be able to produce data that automate the risk of each entry.

Interest

- Photography
- Film Making
- Video Editing
- Cloud Computing
- History
- Travel

Driving License

In progress, still in provisional driving license.

Reference

Mr. Joseph Aninias
IMTS Director / Head of IT
Joseph.aninias@adu.ac.ae
+9715015950

Mr. Shabeer MP
IMTS Senior IT Manager
Shabeer@adu.ac.ae
+971566878362

Ms. Rina Mandigma
IMTS IT Coordinator
Rina.mandigma@adu.ac.ae
+9715015950

User-Guide / Technical Documentation

- Creating user-guide and troubleshooting instruction in video or document for students, faculties, and staff.
- Basic knowledge in using Adobe Premiere Pro for video editing and to enhance

Events / Audio and Visual Support

- Support campus auditorium for operating lights, screen projections, and sounds based on the client needs.
- Support campus outside event for installing audio system based on client's requirements.
- Basic setup for live streaming using OBS Studio as main broadcasting application for Facebook and YouTube.

Hyundai Engineering & Construction

IT Technician

Abu Dhabi, United Arab Emirates (May 2015 – August 2017)

IT Technician

- Troubleshoot desktop units, printer, and laptops.
- Maintained optimum levels of IT support to 300 staff at 2 sites.
- Reformatting, installing, and configuring laptop on par with company requirement.
- Prepared equipment for staff uses, installing cables, operating systems, and software.
- Basic support on corporate applications (ERP, Microsoft Office, E-Mails, Enterprise VPN)
- Talking to staff or clients through a series of actions, either face-to-face or over the telephone to help set up systems or to resolve issues.
- Working continuously on a task until completion (or referral to third parties, if appropriate)
- Identify users need

RFID

- Installing and troubleshooting RFID units.
- Provides attendance data to the HR department for IN and OUT timing of the employees.
- Retrieving attendance data from VertX Manager Application
- Uploading and updating employee ID to the RFID database.
- Followed manufacturing instructions and design specifications when completing repairs.

Network Administrator (Entry Level)

- Coordinate with network admin to troubleshoot network and data communications systems inside the power plant construction site.
- Coordinate with head office IT department to make sure file server are running smoothly.
- Knowledge in configuring Firewall, DHCP, & Static IP's.
- Knowledge in configuring PoE Point to Point Network Access Device
- Ensure network connectivity throughout the company's LAN/WAN infrastructure is on par with technical considerations.
- Knowledge Network / Data cabling.