

# ADRIAN JACCO M. DELA CRUZ

## Service Desk Analyst

Dedicated to identifying customer needs and delivering effective solutions to all problems. Organized, detail oriented, and experienced in properly handling customer inquiries and computer errors.

## Experience

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### IT By Design | Insular Makati City

#### System Engineer ( Onsite ) | Oct. 2023 - Jan. 2024

- -Microsoft Office 365 administration - adding/modifying users, groups, and shared mailbox, MFA set up for users
- -Active Directory management of users and computers
- -Providing support by identifying, analyzing, and solving problems with end-user desktop issues and systems/applications
- -Support hybrid setup of on-prem and Azure AD users
- -Use the ticketing system ConnectWise Manage
- -Network support such as troubleshooting connectivity issues and routing.

### Wipro | Eton Cyberpod Q.C

#### Service Desk Analyst ( WFH ) | Oct. 2021 - Oct. 2023

- Diagnosing hardware and software problems and providing solutions or workarounds.
- Troubleshooting network connectivity issues, printer problems, and other technical failures.
- Assisting with system installations, configurations, and upgrades.
- Escalating complex issues to higher-level technical support or system administrators, if needed.
- Monitoring and maintaining computer systems, network devices, and peripherals.
- Coordinating with other IT teams to resolve issues and implement solutions.

### Company: Telephilippines | Fairview Q.C

#### Technical Support ( Onsite ) | Nov. 2020 - Sept. 2021

- Building and maintaining relationships with telco clients/customers.
- Understanding client needs and providing appropriate solutions.
- Monitoring and tracking account activities, including usage, payments, and performance.
- Assisting clients with setting up and managing telecom services, such as internet, phone systems, and data connectivity.
- Keeping up-to-date knowledge of telecom industry trends, products, and services.

## Contact

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+63 9194763481

**Email**  
adrianjey2@gmail.com

**Address**  
Chino Roces The Beacon  
Tower, Makati, City 1223

## Education

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STI College  
**Bachelor of Science in Information  
Technology** | Batch 2019

## Certificates

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- ConnectWise Manage
- ConnectWise Automate
- SAP Business One

## Skills

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- Time management
- Adaptability
- Communication
- Can work under pressure

## Tools familiar with

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- **ServiceNow Ticketing**
- Microsoft applications
- AWS
- **Active Directory**
- VPN
- Azure
- **Microsoft 365 Admin Center**
- Avaya
- GoToAssist Remote
- ConnectWise Manage /Automate

## Language

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English

Filipino

## Reference

Technical Manager: France  
**Phone:** 09954750859

Service Desk L2 : Marissa Faith

**Phone:** 09983237465

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