Sheffrin Allen V. Santos
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Birthdate: May 31, 1996

Work Experience:

1)Wipro – Deployed to Elevance Health (US Insurance Company) and Abbott Laboratories
Aug 20, 2021 to June 20, 2024
Eton 1, Cyberpod ,CentrisBuilding, EDSA Corner, Quezon Avenue, Barangay Piñahan, QuezonCity

Position: IT Enterprise Servicedesk L1

- -Engage real time support (Phone call - Email - Chat - Remote)
- -Troubleshooting
- -Snow Ticketing system - (Update work notes, Resolving/Routing tickets to resolver group)
- -Fix Common Problem (VPN, PC Hardware/Software, Email, Printer, Password Reset, Office 365, Intranet sites, Mainframes, Company Applications, VDI, Soft Phone (WDE, Genesys Cloud, AWS)

Tools - Active Directory, Azure, SCCM, Genesys Cloud, Maccess, Facets, Citrix, Service now, Bomgar
Citrix Director, Cyberark, VDAAS, SailtPoint Indentity IQ, Global Protect, Cisco Any, Ivanti

2)Accenture - Deployed to Geek Squad (Technical Support Services)
October 7, 2019 to February 20, 2020
Incorporated Cybergate Tower 1, Pioneer St., Mandaluyong City, Metro Manila (near Boni MRT station)

Position: Remote Desktop Support (Geek Squad Covert Agent)

- Engage real time remote desktop support - Phone call - Chat - Email - Remote
- Performing computer Tune-up
- Troubleshooting
- Fix Common Problem (Email, Office 365, Computer Tune up, Computer Clean up, Software Installation, Setup Antivirus, Printers, Internet problems, PDFs)

Tools - Universal Service Desk (USD), Logmein (Remote tool), Revo uninstaller, AWS, MRI.

3)Fidelity Information Services
April 6, 2018 to September 20, 2019
9th Floor Ecoplaza Bldg.Chino Roces, Makati

Position: System Operation Analyst I
- Local IT Support
- CMS Ticketing system
- Troubleshooting - Hardware, Software, File transfer, Replacing laptops/PC, Network VLANS
- Projects - Inventory of Asset Management, Migrating Windows 7 to 10 (1000+ PCs), Reset VDIs, Change PCs to Thin Clients. Deploying PC for a new account/project in production floor plan, install RAM on every PC, Made sure Bitlocker is running and secure.
- Software - VMware, VSphere, Active Directory, Security Group, VDI, Citrix, Nice, Outlook, Bit9, Bitlocker
- Hardware - user's file transfer, Assembling Laptop/PC, Degauss Hard Disk, Install RAM, Enslave Hard disk, Hard Phone Avaya configuration, Cisco Hard Phone.
- Network - IP DCHP, Access Control List, VLAN, Peer to Peer, Switch and Router.

4)E-Konek Pilipinas Inc. (Intern)
November - March 2017
Paranaque City - Near Terminal 3 Airport

Position: Network & Facility
- Local IT Support
- SAP - monitoring all transaction will be completed, Terminating if server cannot process anymore.
- Troubleshooting - Printer, Internet, Emails, Software Installation, Made sure antivirus up and running

Education:

STI College - Bacoor
Bachelor of Science in Information of Technology (Graduate - Degree Holder)