

JASTINE KING RAY B. OBIS

IT- INFRASTRUCTURE TECH SUPPORT

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PROFESSIONAL SUMMARY:

IT Infrastructure and Technical Support professional with hands-on experience in Level 1 Windows system administration and end-user support. Proficient in Microsoft 365, including Office 365 Admin Center, Exchange Online, and Entra ID, with basic knowledge of Active Directory and AWS cloud concept. Focused on delivering secure and efficient IT operations through effective troubleshooting and system monitoring.

AREAS OF EXPERTISE:

- ✔ Technical Support
- ✔ Windows System Administration
- ✔ Microsoft 365 Administration (Office 365, Exchange Online, Entra ID)
- ✔ Office 365 Admin Center
- ✔ Ticketing Systems
- ✔ Basic Active Directory Management
- ✔ PowerShell scripting and automation
- ✔ Hardware/Software and Network Support
- ✔ Cloud Platforms: AWS (Basic knowledge - EC2, S3 Bucket)

PROFESSIONAL EXPERIENCE:

Accenture, Inc.

Microsoft Functional Tester | OCTOBER 2021 – JANUARY 2022

- Review business requirements, functional specifications, or user stories and translate them into test cases.
- Execute test cases and validate outcomes by comparing expected vs. actual results, performing initial defect investigations when needed.
- Create and maintain test scenarios, conditions, and cases with the right level of detail for each testing phase.
- Recommend and implement test engineering best practices, along with appropriate tools and technologies, for specific features and projects.
- Define and prepare test data requirements in the relevant test environments.

Amicassa Process Solution, Inc.

IT Technical Support – Infrastructure | JUNE 2022 – PRESENT

- Collaborated with the IT team to troubleshoot and resolve 30+ weekly technical issues, reducing downtime and improving user productivity.
- Installed, configured, and maintained hardware and software for 1000+ end-users across the organization.
- Assisted in server maintenance, updates, and testing to ensure 99% system uptime and reliability.
- Provided clear, step-by-step technical guidance to end-users, improving resolution efficiency and user satisfaction.
- Responded to escalation requests and delivered timely solutions within SLA for complex technical problems.
- Supported the Senior System Administrator in managing Microsoft 365 administration, including user accounts, access provisioning and mailbox management.
- Participated in IT initiatives to process improvements and system enhancements.
- Installed and upgraded operating systems and applications, ensuring smooth functionality and compliance with security standards.
- Gained foundational AWS knowledge, including concepts of EC2 instances and S3 bucket management for storage and access control.
- Applied PowerShell scripting to assist with automation and system administration tasks, improving efficiency in routine processes.

EDUCATION:

2013 - 2019 | Jose Rizal University
Bachelor of Science in Information Technology