



PROFILE

Currently part of Desktop Engineering L3 in Reed Elsevier Philippines specializing Microsoft Endpoint Configuration Manager (SCCM) and Intune Endpoint Manager across 15000+ internal users.

CONTACT

+63 998-9498824

+63 991-2371964

it.mendoza.alvin@gmail.com

TECHNICAL SKILLS

- Microsoft Endpoint Configuration Manager (Formerly SCCM)
- Microsoft Azure Endpoint Configuration Manager (Intune)
- NERDIO Virtual Desktop Manager (Azure AVD)
- Service Now Ticketing System
- Microsoft SQL Server (Administration)
- Windows Server Update Services (WSUS)

CERTIFICATIONS

- Azure Fundamentals – AZ900

EDUCATION

Polytechnic University of the Philippines (Manila Campus)

Bachelor of Science in Information Technology
Class of 2010

High School
Don Antonio de Zuzuarregui Sr. Memorial
Academy
Class of 2006

ALVIN R. MENDOZA

WORK EXPERIENCE

June 2021 – Present – Software Engineer III – (Reed Elsevier Shared Services Philippines - UP Ayalaland Technohub, Commonwealth Quezon City)

- Monitoring, troubleshooting, recovery, and problem escalation in a multi-platform desktop environment.
- Leveraging the ServiceNow ticketing systems, manage/resolve reported issues, and provide escalation to US Based Desktop Engineers for critical out of hours issues.
- Implementation of monthly Desktop patching tasks, including creating associated changes and ensuring the changes are successful.
- Package applications to be deployed via Microsoft Endpoint Configuration Manager (Formerly SCCM) or Endpoint Manager (Microsoft Intune) utilizing Microsoft PowerShell or Wise Install Tailor.
- Provisioning and repair of Azure Virtual Desktop devices (via Nerdio Virtual Desktop Manager)
- Collect and provide monthly reporting of key metrics.
- Provide support to Level 1, Level 2, and Level 3 end user compute support to maximize customer productivity (via Bomgar Representative Console).

February 2016– June 2021 – IT Operations Senior Analyst - (Accenture Inc - Eastwood, Libis, Quezon City / Science Hub Tower 2, McKinley Hill, Taguig City)

- Analyze event logs (Windows Event Viewer) and hardware event logs (Dell Open Manage) for helpdesk dispatch and resolution.
- Monthly deployment of patches for store physical servers based on Windows Server 2008 R2 Operating Systems via Windows Server Update Service (WSUS)
- Monthly deployment of patches for store POS based on Windows 8 Embedded systems via System Center Configuration Manager (SCCM)
- Creation of Database Maintenance Plan for SQL Servers (Virtual and Physical)
- Execution and application of Change Management process through ServiceNow

September 2010 – January 2016 – IT Consultant (Accenture Inc c/o PeoplePlusTech Inc – Cybergate Tower 2, Mandaluyong City)

- **2010-2013:** Remote desktop support for Windows / Mac OS for a US Computer Repair Company
 - Install, repair and virus Removal using client approved tools
 - Windows update installation.
- **2014-2015:** Quality Assurance for Chat and Call Recordings.