Belzar T. Castillo II

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WORK EXPERIENCE (20 years in IT Service Delivery)

1. **FileInvite Inc. –** www.fileinvite.com
    APAC IT Support Lead (Sept 2022 – Present)
    Manage the day-to-day operations of the APAC support team of FileInvite.
    Conduct weekly data analysis on incidents and service requests.
    Responds to escalated incidents and provide appropriate resolution.
    Conducts initial diagnosis of severity 1 incident and leads incident management calls to drive immediate outage resolution.
    Performs trend analysis on tickets and identifies recurring issues that impact the service.
    Performs Root Cause Analysis for issues involving the client environment and provides feedback to resolver groups.
    Hosts Dev time and bug triage meetings with developers and engineers.
    Act as primary support for API testing.

2. **SiyCha Group of Companies** (Jan 2021 – Aug 2022)
    IT Operations Supervisor
    Manage the day-to-day operations of the IT support team of the whole SiyCha group.
    Asset Management Team, Application Support Team, Knowledge Management Team, Service Desk and Onsite IT Team
    Conduct weekly data analysis on incidents and service requests.
    Performs trend analysis on tickets and identifies recurring issues that impact the service.
    Performs Root Cause Analysis for issues involving the client environment and provides feedback to resolver groups.
    Participate in developing corporate standards for client-computing environment build and conduct reviews to ensure compliance with internal processes and standards.
    Responds to escalated incidents and provide appropriate resolution.
    Conducts initial diagnosis of severity 1 incident and leads incident management calls to drive immediate outage resolution.
    Act as an escalation point for issues reported by company VIP's.
    Overall responsibility for managing the team.
    Extensive experience using ITSM/ITIL platforms.
    Google Workspace SuperAdmin
    Time Doctor Owner
    Desktop Central Administrator

3. **Visa Inc. –** www.visa.com (March 2017 – Jan 2021)
    Knowledge Management Manager
    Participates in Knowledge Management activities to cultivate new ideas and approaches to improve knowledgebase in ServiceNow (includes recognizing of defects and raising enhancement requests).
    Attends regular meetings with ServiceNow team and developers to identify and address feedback or opportunities shared by support teams and end-users.
    Performs knowledgebase cleanup; updating articles, testing validity of articles, and quality review.
    Facilitates training on how to properly write articles and any update in particular to Knowledge Management procedures.
    Supports the design, implementation and enhancement of core Knowledge Management approaches used to support critical knowledge flow within and across the business and knowledge domains.
    Monitors the effectiveness, maintenance and use of IT tools and systems as they apply to Knowledge Management and implements improvements.
    Conduct data analysis on incidents, service requests, feedback and knowledge articles.
    Create knowledge articles for new technologies and services.
    Collaborate with other end-user support teams for knowledge articles creation.

4.   **Louis Berger Group Inc. –** www.louisberger.com (April 2016 to August 2016)
        Senior IT – Global Services Support (Project-Based)
        Manage a team of L2 Remote Desktop Technician.
        Responds to escalated incidents and provide appropriate resolution.
        Conducts Initial diagnosis of Severity 1 incidents and be able to lead incident management call to drive immediate outage resolution.
        Performs trend analysis on Service desk tickets and identify recurring issues that impacts the Service.
        Overall responsibility of managing the queue.
        Act as escalation point for issues reported by company VIP's.
        Conducts Ticket Audit.
        Perform Root Cause Analysis for issues involving the Desktop environment and provide feedback to resolver groups.
        Participate in developing corporate standards for desktop computer environment build and conduct reviews to ensure compliance to internal process and standards.

5.   **Safeway Philtech Inc. –** www.safeway.com (September 2008 to January 2016)
        Windows Client Technology Support – Infrastructure Services Group
        Install, configure, test, maintain, monitor, and troubleshoot end-user workstations and related hardware and software in order to deliver required desktop service levels.
        Performs installation and maintenance of OS; performs OS administration including creation of user ids and file systems, performs advanced system administration and troubleshooting, scripting, security patching, advanced and automated installation.
        Collaborate with LAN engineer/network administrators to ensure efficient operation of the company's computing environment.
        Conduct research on desktop products in support of PC procurement and development efforts.
        Windows Active Directory and LDAP server administrator.
        MS Exchange User Account management.

6.   **Telus International Inc. –** www.telus.com (July 2007 – August 2008)
        Technical Leader for Service Desk Tier 2
        Manage, coordinate and direct the daily operations of twelve to fifteen team members while maintaining overall team productivity to meet objectives.
        Introduce and train on new and existing procedures and track&coach individual team members in their performance.
        Monitor daily productivity, business and quality review of input.

        Service Desk Analyst Tier - 2
        To provide TELUS employee's an end to end solution to all of their IT related issues.
        Creating trouble tickets and troubleshooting/resolving issues on first contact when possible.
        The monitoring of trouble tickets assigned to you to ensure timely resolution.
        Coordinating partners and service providers in problem resolution.
        Accountability to our customers for service restoration.

7.   **Siemens Business Services –** www.siemens.com (January 2006 – July 2007)
        IT Service desk - Assistant Team Leader
        Provides IT support for employees of Siemens USA.
        Provides Technical training for new-hire Service desk.
        Provides 2nd level/Escalation technical support.
        Outlook, VPN, Active Directory, Laptop & Desktop, Blackberry, LAN, Modem, Router, Switch etc… End-user support.
        Toshiba Associate Technician - Toshiba LAN / Wireless / WAN / Man for Notebooks

8.   **IBM Global Process Services -** www.ibm.com/bpo (February 2005 – December 2005)
        Senior Customer Support Specialist
        Manage, coordinate and direct the daily operations of a unit of six to twelve new team members while maintaining overall team productivity to meet objectives.
        Delegate various tasks and responsibilities and set workflow priorities to team members.
        Conduct Training on new procedures and track individual team members' performance.

9.   **Link2Support Inc. –** www.link2support.com (March 2003 – December 2004)
        Technical Support Specialist - Point Person
        Product Support Specialist
        Provides pre-sales and technical support for LINKSYS.
        Linksys – A division of CISCO Systems Inc.

SKILLS

Postman for testing API
Microsoft Power BI
Microsoft Office 365 / **Microsoft Intune**
Google Workspace Super Admin
EMS – Desktop Central Administrator
Microsoft Windows Operating System
Mac OS Troubleshooting
Time Doctor Owner
Windows **Active Directory**
Windows **Powershell** scripting
CISCO AnyConnect VPN
Printservers / Canon UniFlow
Service-Now / BMC Remedy / Manage Engine / Freshdesk / JIRA

TRAININGS

IT Management Fundamentals 101
MSTConnect PH Educational Consultancy - September 2023
www.mstconnectph.com
KCS V6.0 Principles – Knowledge-Centered Service
HDI by Informa Tech – September 2019
https://informa.com/divisions/informa-tech/#
Supporting and Troubleshooting Windows 10 – MOC On Demand (MS-10982)
Quickstart Learning, Inc. – August 2019
www.Quickstart.com
CompTIA A+ Core 1 and 2 - 220-1001 and 220-1002
CampTech Philippines Training Center – July 2019
Camptech.tc@gmail.com
Mac OS Technical Troubleshooting
Power Mac Center – Apple Authorized Training Provider – July 2018
https://powermaccenter.com
Troubleshooting and Supporting Windows 7 for the Enterprise – 6293
MisNet Inc. – Microsoft Training Center – March 2014
http://misnet-education.com/learning
Automating Administration with Windows Powershell 2.0 – 10325
MisNet Inc. – Microsoft Training Center – July 2013
http://misnet-education.com/learning
Installing and Configuring Windows 7 Client - 6292A
Mapua IT Center - January 2012
http://top.mitc.com.ph
Configuring Windows Server 2008 Active Directory Domain Services – 6425B
MisNet Inc. – Microsoft Training Center - March 2011
http://misnet-education.com/learning
CCNA - 640-802 Bootcamp
ACE – IT learning center – March 2009
http://www.ace-itlearning.com
High Impact Communication Assertiveness: The Wow Experience
Motivating Minds – October 2009
www.e-motivatingminds.com

EDUCATIONAL BACKGROUND

Bachelor of Science Major in Electronics and Communications Engineering
Bulacan State University – City of Malolos, Bulacan Philippines
Academic Year 1997 – 2002 – Graduate