

Jason M. Lansang

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Sherbrooke, Québec, Canada J1K 2J9

PROFESSIONAL SUMMARY

A support and system engineer, experienced in the field of IT Support environment (Onsite and Offshore support) and Administration environment. An IT professional skilled in support services for Infrastructure, Network, On-premise, and Cloud Services by diagnosing, reporting, and resolving or correcting hardware/software problems. Proficiently enough to use Remote Desktop Tools, Ticketing Systems, Server Virtualization, Microsoft Cloud Services, Office 365, Azure, Exchange, Remote Monitoring and Management tools, and, other Cloud Services.

WORK EXPERIENCE

Microsoft 365 Technical Advisor I

September 2022 - Present

SherWeb • Sherbrooke, Québec, Canada

- Assist and provide support by phone, email, chat;
- Analyze and resolve technical issues related to Microsoft products and services, notably Office 365, Azure, Exchange, Teams, SharePoint, and OneDrive.
- Lead Microsoft clients through service configurations
- Deliver and follow up on problem resolutions and client satisfaction;
- Proactively and comprehensively document client issues in ticketing system;

IT Help Desk Engineer (Manage Service Provider)

January 2022 - August 2022

ConnectOs • Off-Shore • Mandaluyong, Philippines

- User account and access management using Windows Active Directory and M365 Admin Center (On-boarding/Off-boarding Users)
- Handles O365 Services (OneDrive, SharePoint, Groups, Dynamic Licensing); Security Incident Response (Sentinel One), Email Protection and Application Data using Barracuda
- Eye-on-glass for all remote monitoring of critical devices. Manages, supports, monitors endpoints, network using Datto | RMM (servers, virtual machines, (VeeAM) storage, and cloud services.
- Maintain and support multiples technologies including Microsoft, cloud services, hardware, and desktop support

IT 2nd Line Engineer (Manage Service Provider)

October 2021 - November 2021

Microsourcing • Off-Shore • Quezon City, Philippines

- Taking 2nd line-level issues control of incidents and ensure all parties are communicating. Assisting in incident resolution, problem investigation, change assessments, and service release deployments in accordance with the ITIL framework.
- Managed Account services, utilized Active Directory Administration and ADSI Edit (Modify objects and attributes), Group Policy Modification, setting up/Modifying Network Devices, Office 365, Exchange, SharePoint, and On-Premise, Windows Server 2012 R2.
- Manage, supports, monitors endpoints, network using PRTG remote monitoring and

management tool and handles (8x8 Phone System and 3CX Phone System)

IT Service Desk Support

October 2019 - June 2021

Werner Co. • Pasig, Philippines

- Provides remote and onsite desk support to corporate employees by supporting users in diagnosing, reporting, resolving or correcting hardware/software problems, and reconfigures existing systems and/or performs systems upgrades as required.
- Experience with Oracle JDE/E1 Enterprise Application – supporting end-users
- Monitors and escalates issues until resolution, closure, or the appropriate group has accepted.
- Experience with Office 365 and manages Microsoft Azure Identities (PIM), and MFA Azure Directory Group
- Monitor, maintains, troubleshoot via SolarWinds N-Central and TeamViewer

IT Service Desk Analyst

September 2018 - October 2019

Unisys Philippines Ltd. • Mandaluyong, Philippines

- Provides end-user support such as remote troubleshooting and phone support
- Handles user account issues and supports Clinical application (STAR, MEDITECH, PACS and RIS) for Hospital Region's 1-7
- Handles ticket creation and triaging (Incident, Service Request, Change and Problem Issues) via ServiceNow, and other hardware related issues to their appropriate IT group via support ticket.

IT Helpdesk Engineer

July 2016 - September 2018

The Medical City • Pasig, Philippines

- End-user support such as remote and onsite (On-call support troubleshooting), monitors alerts and endpoints, troubleshoot Network issues (Access Points, Modem/Router, Switches), and handles VMWare as Server Virtualization and Handling of VoIP – Cisco IP Phones
- Software and Hardware troubleshooting and configuration.
- SQL Query information through Oracle 10g for patient information and supporting clinical apps, notably Hospital Information System (Orion Health Production – IT Suite)

EDUCATION

Bachelor of Science in Information Technology

January 2012 - April 2016

Technological Institute of the Philippines • Quezon City, Philippines

PROFESSIONAL CERTIFICATIONS AND AWARDS

- Microsoft 365 Certified: Fundamentals (MS-900)
- Microsoft Certified: Azure Fundamentals (AZ-900)
- Microsoft 365 Certified: Teams Administrator Associate (MS-700)
- Barracuda Cloud-to-Cloud Backup – Foundation (February 28, 2022 – February 28, 2024)
- Barracuda Incident Response – Foundation (March 08, 2022 – March 08, 2024)

Awards

- Certificate of Recognition – Top 1 SD Analyst for the month of April 2019 (Unisys Phil's. Ltd)
- Certificate of Recognition – Top 1 SD Analyst for the month of June 2019 (Unisys Phil's. Ltd)
- Certificate of Appreciation – Employee of the year 2020 (Werner Access Products Phil's. Inc.)