

Mil Parba Adobas

Contact Information:

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Objective:

Results-driven IT professional with a strong foundation in computer engineering and a proven track record in providing exceptional technical support and IT operations. Seeking a challenging position where my skills in Windows environments, virtualization, Azure, and leadership can contribute to the success of a dynamic IT team in the Philippines.

Education:

- **Bachelor of Science in Computer Engineering**
 - University of Cebu, Cebu City, Philippines

Work Experience:

IT Operations Senior Analyst (Level 2)

Accenture Inc., Philippines

November 2023 - Present

- Lead and manage IT operations, ensuring the stability and efficiency of Windows environments, virtualization, and Azure services.
- Provide Tier 2 support and act as a Subject Matter Expert in troubleshooting complex technical issues.
- Utilize strong leadership skills to mentor and guide team members, fostering a collaborative and high-performance work environment.

SLT Technology Senior Analyst (Level 2)

Accenture TiGital, Vienna, Austria

April 2023 - October 2023 (Intra-Company Transfer)

- Successfully facilitated the transfer of technology knowledge and expertise between Vienna and the Philippines teams.
- Played a key role in enhancing global IT operations and implementing best practices.

IT Operations Senior Analyst (Level 2)

Accenture Inc., Philippines

June 2018 - March 2022

- Led the IT operations team, ensuring seamless support for Windows environments, virtualization, and Azure services.
- Implemented and maintained efficient IT processes, resulting in increased productivity and client satisfaction.

Technical Help Desk Analyst & Subject Matter Expert

Atos Information Technology Inc., Philippines

February 2016 - May 30, 2018

- Provided technical support and acted as a Subject Matter Expert in resolving complex IT issues.
- Collaborated with cross-functional teams to implement effective solutions and improve overall IT service delivery.

Technical Support Associate

Convergys Philippines

September 2012 - July 2015

- Delivered top-notch technical support to customers, troubleshooting, and resolving issues related to Windows environments and IT systems.

Skills:

- Active Directory
- Azure AD and Azure VMs
- BMC Helix/Remedy and ServiceNow
- Citrix DAAS
- DHCP Management
- Group Policy Management
- IBM/HCL Notes
- MDM (Airwatch/Intune)
- Microsoft 365, Exchange On-Prem and Online
- Microsoft PowerApps and SharePoint
- Networking
- PowerShell Scripting
- Printer Management
- SCCM
- VMware vSphere and ESXi Hosts
- Windows 10 and Windows Server

Languages:

- English: Fluent
- Deutsch: A1
- Tagalog: Native speaker
- Bisaya: Native speaker

Certifications:

- [Microsoft Certified: Azure Fundamentals](#) (September 12, 2020)
- [Microsoft 365 Certified: Fundamentals](#) (August 26, 2021)
- [Microsoft Certified: Azure Administrator Associate](#) (August 6, 2023)
- [Microsoft Certified: Azure Virtual Desktop Specialty](#) (September 2, 2023)
- ITIL 4 Foundation (June 2022)

References:

Available upon request.