



Christian Dominique P. Escasinas

Contact

Phone

+63-926-661-1690

Email

christian.escasinas045@gmail.com

Address

Blk 10 Lot 45 Tamara Subdivision,
Tanza Cavite

Education

2012 - 2016

Bachelor of Science Information Technology

ICCT Colleges - Cainta

Santolan National High School - Pasig City

Expertise

- Troubleshooting in MS Outlook
- Maintain, Install and Configure
- Troubleshoot and Identify network related problems
- Reprofile and Imaging Desktops/Laptops
- McAfee Compliance Orchestrator
- Knowledge in Citrix
- Expertise in Active Directory Administrations, Microsoft O365, Microsoft Windows Server Administrations
- Diagnose operating system issues
- Knowledge in SCCM
- Experience in Azure
- Knowledgeable in Intune

Experience

July 2023 - January 2024

Coforge

L2 Desktop Support Engineer (Help Desk)

- Office 365 administrator
- Printer issue troubleshooting
- Microsoft Outlook Troubleshoot
- Adding access to a shared mailbox, mailbox, distribution list and security group
- Adding access to slack
- Creating meeting room
- Software Installation
- Software Update
- Resetting password in Amazon Workspace (Automatse)

June 2022 - June 2023

Collabera (Paypal Account) | Alabang

Desktop Support Engineer

- Office 365 administrator
- Creating mailbox and shared mailbox
- Creating distribution list and security group
- Adding access to a shared mailbox, mailbox, distribution list and security group
- Adding access to slack
- Creating meeting room
- Reset and unlock passwords in active directory

February 2017 - March 2022

NTT Global Solutions | Makati City

Desktop Support Engineer

- Address user tickets regarding hardware, software and networking
- Conducting remote troubleshooting
- Walk customers through installing applications and computer peripherals
- Install and configure computer hardware and software systems
- Monitor computer systems and networks
- Assist in software and hardware upgrades
- Assist with resolving tier-3 support incidents
- Remediating WUSUS/DLP SCCM infrastructure
- Hands-on experience in support and maintenance of Thin clients, Laptops and Desktop with Microsoft operating systems
- Communicate with clients over the phone or face to face to assist them in setting up system or resolving issues
- Create and Setup new users account/profiles as well as address issues with passwords
- Create operating system images, operating system upgrades, patches and deploy applications
- Document, maintain and improve standard processes in desktop management
- Resolve problems effectively and efficiently to minimize users disruptions
- Experienced in troubleshooting in communications applications such as; Avaya One-X Agent/ CMS, and altitude Uagent/Usupervisor

"I hereby certify that the above information is true and correct to the best of my knowledge and belief."

Christian Dominique P. Escasinas