

# Michael Andrew Pailande, R.N.

## Profile

Highly motivated and skilled IT professional with experience in network monitoring, technical support and website development. Proven track record of providing excellent customer service and resolving technical issues. Adept at multitasking, problem-solving, and collaborating with cross-functional teams.

## Details

Parañaque, NCR, PH

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## Employment History

### E-commerce Technical Support – Hedy (MRM)

February 2023 — Present

- Monitor incoming support tickets from e-commerce websites
- Escalate and delegate tickets that are outside the scope of your role or expertise
- Manage user accounts, including adding new members, resetting passwords, and assigning roles using Jira, Atlassian, or Crowd
- Administer user access to wiki spaces, ensuring appropriate permissions and privileges
- Maintain and enhance the security of user access to e-commerce systems, implementing security best practices and protocols to protect sensitive data

### Monitoring Engineer Level 1 at Netserv, India

May 2022 — January 2023

- Expertise in Nagios XI for comprehensive device and service monitoring
- Proficiently integrate and operate ServiceNow ticketing system alongside Nagios XI for seamless issue resolution.
- Skillfully onboard new servers and devices remotely for efficient and smooth integration.
- Scheduled server downtime, suppressed alerts, and decommissioned servers as needed.
- Actively participate in Priority 1 (P1) meetings addressing critical server-related matters.
- Proficiently schedule server downtime, suppress alerts, and manage server decommissioning when needed.

### Senior Process Executive - Data at Cognizant Philippines, Metro Manila

August 2020 — April 2022

- Experienced in using Salesforce ticketing system for content management.
- Review user reports and apply proper actions in alignment with established policies.
- Collaborate with Quality Assurance to address complex or sensitive cases.
- Provide guidance, mentorship, and onboarding assistance to new hires through shadowing and Q&A.

### IT Consultant at Parse Information Services and Consulting, Metro Manila

November 2018 — June 2021

- WordPress Developer with expertise in Divi Builder.
- Conducted research and integrated compatible plugins for enhanced website functionality.
- Implemented website backup protocols to ensure data security.
- Managed user logins and maintained user database.
- Collaborated closely with clients throughout website development process.
- Facilitated training and guidance for team members on new approaches and website requirements.

### Technical Support Level 1 at Teleperformance, Metro Manila

February 2011 — September 2011

## Licenses and Certifications

- Licensed Registered Nurse
- Spanish – Currently A2.2 and pursuing higher level
- Cisco Introduction to Cybersecurity
- Cyber Essentials Public Version
- Cisco Networking Essentials
- Qualys Vulnerability Management Detection and Response
- SASE Expert Level 1
- Six Sigma - White Belt
- Google Data Analytics
- Career Essentials in System Administration by Microsoft and LinkedIn

- Problem Identification: Analyze user descriptions to pinpoint laptop hardware and software issues, facilitating efficient troubleshooting.
- Software Configuration: Guide users through software installations, updates, and configurations for optimized laptop performance.
- Basic Network Troubleshooting: Assist users with basic laptop network connectivity issues, providing guided solutions.
- Laptop Repair Coordination: Coordinate and process laptop repairs for efficient shipment to the repair depot.

## **Education**

Bachelor of Science in Information Technology, AMA College Paranaque

Bachelor of Science in Nursing, Olivarez College Paranaque