

JOSHUA CERVANTES  
IT Support Specialist  
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## SUMMARY

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IT Support Specialist with 3+ years of experience in frontline technical support, infrastructure, and operations. Skilled in incident resolution, endpoint hardening, asset management, and leading zero-downtime infrastructure relocations.

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## WORK EXPERIENCE

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### IT SUPPORT

Asalus Corporation - Intellicare

April 2023 - Present | Angeles, Philippines

- Resolved 45+ technical tickets weekly, 92% First-Contact Resolution (FCR) rate across phone, email, and on-site support.
- Diagnosed and mitigated 150+ hardware/software incidents monthly (Windows/Linux).
- Deployed and configured 80+ workstations with 100% security baseline compliance.
- Directed 3 major software migrations resulting in 15% improvement in processing speeds.
- Managed 200+ hardware assets and licenses with 100% audit accuracy, reducing procurement costs by 10%.
- Developed 15+ SOPs, reducing onboarding time by 20%.

### OPERATIONAL ANALYST

Smart Communications, Inc.

June 2020 - April 2023 | Pasig, Philippines

- 24/7 monitoring for production platforms, maintaining 99.9% uptime.
- Managed 20+ critical escalations monthly across DevOps teams and external partners.
- Supervised 500+ automated batch jobs daily with zero data discrepancies.
- Achieved 100% pass rates on quarterly SOX compliance audits.
- Monitored 5+ third-party service providers for SLA and CR accountability.

### KEY PROJECT: IT INFRASTRUCTURE RELOCATION LEAD (Angeles to Clark)

- Migrated ISP circuits, biometric security systems, and surveillance networks with zero downtime.
- Acted as liaison between executives, vendors, and building management (Citifront).
- Managed vendor relations and document workflows.

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## TECHNICAL SKILLS

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Operating Systems : Windows (7, 10, 11), Windows Server,  
Linux (Basic)  
Networking : TCP/IP, PuTTY, Wireshark, Router/Switch  
Config, VPN Support

IT Tools : Active Directory, ServiceNow, OSTicket,  
TeamViewer, AnyDesk  
Security : Trellix, McAfee, SOX Compliance,  
Cybersecurity Standards  
Other : Vendor Coordination, Infrastructure  
Relocation Management

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## EDUCATION

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BS Information Technology  
Bulacan State University, Bustos Campus (2019)

Associate in Computer Technology  
Bulacan State University, Bustos Campus (2017)

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## CERTIFICATIONS

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- CompTIA Network+ - In Progress (Expected 2026)
- CompTIA A+ (220-1101 & 220-1102) - Issued Apr 2025
- Microsoft 365 Fundamentals (MS-900) - Issued 2024
- Microsoft Azure Fundamentals (AZ-900) - Issued 2024
- Google Cybersecurity Professional Certificate - Issued Oct 2023
- Oracle Cloud Infrastructure Foundations Associate - Oct 2023
- Google Data Analytics Professional Certificate - Issued Sep 2022
- SQL Essential Training - Issued Jun 2022