

RANDY M. ALONZO

IT SUPPORT | TECHNICAL SUPPORT SPECIALIST | SERVICE DESK ANALYST

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PROFESSIONAL SUMMARY

IT and technical support professional with 1 year 1 month of BPO experience spanning Tier 1 help desk, technical troubleshooting, customer-facing operations, and policy-driven case handling. Skilled in diagnosing hardware, software, Windows, account/access, application, and connectivity issues; documenting incidents in Salesforce CRM; and translating technical fixes into clear guidance for non-technical users. Sustained 95%+ performance across CSAT, AHT, and quality metrics in technical support and handled 200+ cases per shift in Trust & Safety while meeting SLA and compliance requirements. Backed by hands-on Active Directory, Windows Server, Microsoft 365, networking, PowerShell, Linux, virtualization, AWS/Azure cloud fundamentals, cloud, and full-stack project experience, with a long-term direction toward systems administration and cloud infrastructure.

KEY STRENGTHS

- **Technical troubleshooting & diagnostics:** diagnosed and resolved Tier 1 hardware, software, Windows, account, application, and connectivity issues using structured probing, root-cause analysis, knowledge resources, and escalation workflows.
- **Clear communication and customer service:** translated technical troubleshooting into accessible, step-by-step guidance for users with different technical skill levels, supporting first-contact resolution and effective follow-up.
- **Process, quality, and compliance discipline:** worked within client SOPs, SLA targets, quality standards, escalation protocols, and audit-ready documentation requirements across tightly governed support operations.
- **Performance orientation:** sustained 95%+ CSAT, AHT, and quality performance in technical support while separately handling 200+ Trust & Safety cases per shift under high-volume conditions.
- **Documentation, tools & self-directed learning:** maintained detailed Salesforce CRM case notes and built AILEVATED, a technical education brand and web platform that reached 530,000+ weekly LinkedIn impressions at peak, demonstrating initiative and technical communication.

CORE COMPETENCIES

IT / Technical Support | Help Desk Operations | Incident Management | Endpoint Support | Hardware & Software Troubleshooting | Windows 10/11 | Remote Troubleshooting | First-Contact Resolution | Knowledge Base Utilization | Account & Access Management | User Account Administration | Identity & Access Management | Application Support | Incident Triage | Root-Cause Analysis | SLA & KPI Management | Case Documentation | Escalation & Follow-Up | Salesforce CRM | ServiceNow | Jira Service Management | Zendesk | oSTicket | Spiceworks | Windows Server 2019/2022 | Active Directory | Group Policy | Microsoft 365 | Outlook | Teams | SharePoint | TCP/IP | DNS | DHCP | IP Addressing & Subnetting | LAN / WAN | VLAN Fundamentals | Wi-Fi Troubleshooting | VPN | RDP | Cisco Packet Tracer | PowerShell | Bash | Python | Linux / Ubuntu | VirtualBox | Authentication & Authorization | AWS Fundamentals | Azure | Cloudflare Workers / D1 / R2 | Git / GitHub | Docker | REST APIs | API Validation & Testing | JavaScript | TypeScript | Node.js | SQL / MySQL | PostgreSQL | Drizzle ORM

PROFESSIONAL EXPERIENCE

Trust & Safety Specialist | Content Policy and Platform Integrity

Concentrix | BGC, Philippines | Feb 2026 – Jul 2026

- Reviewed and actioned 200+ content and account cases per shift across posts, images, videos, and user accounts for a major global platform, consistently meeting SLA and quality requirements.
- Applied evolving platform policies to approve, remove, restrict, or escalate cases, maintaining consistent judgment under high-volume, SOP-driven conditions.
- Maintained complete case records, flags, decision notes, and escalation context to support auditability, quality reviews, and reliable downstream handling.
- Coordinated high-severity escalations through asynchronous workflows, ensuring accurate handoffs and adherence to policy and compliance requirements.
- Maintained current knowledge of evolving platform policies, exception paths, and content-specific guidance, applying updates consistently across new cases and escalation decisions.

Technical Support Specialist | Tier 1 Help Desk

Concentrix | Makati, Philippines | Aug 2025 – Feb 2026

- Diagnosed and resolved Tier 1 hardware, software, Windows, account/access, application, and connectivity issues for external end users across inbound and digital support channels.
- Explained troubleshooting steps in clear, user-friendly language, adapting technical depth to case complexity and user skill level to support first-contact resolution.
- Logged symptoms, troubleshooting actions, outcomes, and account notations in Salesforce CRM; completed follow-up and escalated unresolved incidents within SLA and compliance procedures.
- Sustained 95%+ KPI performance across CSAT, AHT, and quality metrics throughout tenure in a high-volume technical support environment.
- Managed the end-to-end support lifecycle from intake and structured probing through troubleshooting, resolution, documentation, follow-up, or escalation, using knowledge resources and client procedures to keep cases accurate and actionable.

Airline Reservations and Ticketing Specialist

Teleperformance | Makati, Philippines | 2 months – Seasonal Contract

- Handled flight reservations, rebookings, ticket changes, cancellations, and travel inquiries through phone and digital support channels.
- Reviewed schedules, seat availability, fare rules, booking details, itinerary changes, and passenger information using airline reservation and customer-service systems.
- Maintained accurate case documentation while working within service-quality, productivity, and response-time standards.

PROFESSIONAL CERTIFICATIONS

Customer Service, IT Support & ITSM: Zendesk Customer Service Professional Certificate | Google IT Support Professional Certificate | Microsoft IT Support Specialist Professional Certificate | IBM IT Support Professional Certificate | Dell Technologies Technical Customer Support Specialist | Atlassian ITSM Professional Certificate | ServiceNow IT Leadership Professional Certificate | Intro to Service Management with ITIL 4 | IT Help Desk for Beginners

Systems, Cloud & DevOps: Ubuntu Linux Professional Certificate (Canonical) | Career Essentials in System Administration (Microsoft & LinkedIn) | Microsoft Azure Essentials Professional Certificate | Docker Foundations Professional Certificate | DevOps Professional Certificate (PagerDuty & LinkedIn) | Fortinet NSE 1–3 Training Certificates | Redis Certified: Associate Software Operator

Development & Automation: OpenEDG Python Institute: Programming with Python | Career Essentials in GitHub Professional Certificate | Career Essentials in GitHub Copilot Professional Certificate | Fundamentals of MCP (Hugging Face)

Cybersecurity & AI: Google Cybersecurity Professional Certificate | Cybersecurity Foundations | Career Essentials in Cybersecurity (Microsoft & LinkedIn) | Microsoft Security Essentials Professional Certificate | Microsoft Azure AI Essentials Professional Certificate | Career Essentials in Generative AI (Microsoft & LinkedIn) | Google AI Essentials | Google AI Professional Certificate

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Science in Information Technology

Technological University of the Philippines – Manila (TUP-Manila)

Current professional development: CompTIA A+ (Core 1 & Core 2) | Cisco Certified Network Associate (CCNA 200-301) | Microsoft Azure Fundamentals (AZ-900) | AWS Cloud Practitioner (CLF-C02) self-study

AWS Builder Center: [@ranbyruz](#) | Public badges: Hello, World! | Photo Finisher

SELECTED TECHNICAL & PROCESS PROJECTS

IT Infrastructure Home Lab — *Windows Server 2019/2022, Windows 10/11, Ubuntu, VirtualBox, Active Directory, GPO, DNS, DHCP, PowerShell, Cisco Packet Tracer*

- Built a multi-VM Windows Server/Windows 10/11 support lab, configuring AD DS, users/groups/OUs, GPO/password policies, DNS/DHCP, domain joins, permissions, ticket workflows, and escalation scenarios.
- Diagnosed simulated account lockouts, GPO failures, DNS/DHCP/IP faults, permissions, and connectivity incidents with PowerShell, Windows/Linux diagnostics, osTicket/Spiceworks, and Cisco Packet Tracer.

AILEVATED — Independent IT Education & Content Brand — *LinkedIn, HTML5, CSS3, JavaScript, Git, GitHub*

- Founded and scaled a practical IT/AI education brand producing original troubleshooting, networking, cybersecurity, cloud, database, certification, and career resources, reaching 530,000+ weekly LinkedIn impressions at peak.
- Built the companion AI/IT learning platform with responsive UI, searchable tool/learning content, prompt workflows, browser interactions, SEO metadata, and Git/GitHub-managed releases.

Hyrvanta — Career Intelligence Platform — *React 19, TypeScript, Cloudflare Workers, D1/R2, Drizzle ORM, Manifest V3, MCP*

- Engineered an evidence-first career intelligence platform with owner-scoped APIs, private R2 resume storage, D1/Drizzle data, Greenhouse/Lever adapters, deduplication, safety/retry controls, Manifest V3 capture, MCP tooling, and automated tests.

JobPilot — AI-Powered Job Search & Interview Workspace — *React 19, TypeScript, Cloudflare Workers, D1/R2, Drizzle ORM, OpenAI Responses API*

- Engineered an authenticated AI career workspace with D1/Drizzle data, private R2 resumes, ownership-checked file lifecycle, OpenAI Structured Outputs, evidence-backed job comparison, interview preparation, and server-only secrets.

Professional Portfolio Website — *Next.js, React 19, TypeScript, Tailwind CSS 4, Cloudflare-compatible deployment*

- Built a recruiter portfolio with searchable evidence-based skills, project case studies, recruiter/print views, structured credential metadata, accessible navigation, server-side contact validation, and automated build/route checks.

Nearby Nook — Local Discovery Web App — *React, Node.js, Leaflet, OpenStreetMap, Nominatim, Overpass API*

- Built a location-aware discovery platform with synchronized Leaflet map/list state, geolocation/radius filters, Nominatim/Overpass integrations, validation, caching, throttling, provider failover, health reporting, accessible interactions, and Vitest/build checks.

Storefront Admin — Full-Stack E-Commerce Inventory — *Node.js, Express, MySQL, REST API, JavaScript*

- Built an authenticated Node.js/Express/MySQL inventory platform with REST CRUD, bcrypt verification, signed sessions, server validation, live inventory metrics, responsive search/filtering, and deployment-ready environment controls.

CarinderYours — HCI Research Project — *FlutterFlow, Firebase Authentication, Cloud Firestore, Google Maps API*

- Built a FlutterFlow/Firebase/Google Maps discovery prototype and translated research from 23 participants into navigation, accessibility, and information-architecture improvements.

LANGUAGES

- English — Professional Working Proficiency | Filipino — Native/Bilingual