

LEO D. GERALDO JR.

IT Operations | Technical Support Specialist | IT Service Management

Bagong Silang, Caloocan City | geraldoleo22@gmail.com | +63 954-390-3454 | [linkedin.com/in/leo-geraldo](https://www.linkedin.com/in/leo-geraldo)

PROFESSIONAL SUMMARY

Senior Technical Support Professional with over 5 years of experience in IT infrastructure, hardware & software troubleshooting, and team leadership. Proven track record in managing escalations, mentoring technical teams, and delivering high-quality service in high-pressure environments like BPI.

WORK EXPERIENCE

ACCENT MICRO TECHNOLOGIES INC. | *March 2020 – June 2025*

Junior Team Leader | *January 2024 – June 2025*

- **Delegated** technical tasks and monitored team progress to ensure consistent service quality and achievement of performance targets (SLAs).
- **Served** as the primary escalation point for complex technical issues, providing hands-on troubleshooting and advanced technical solutions.
- **Trained** and mentored team members to enhance technical proficiency and customer service excellence.
- **Managed** small-scale IT projects, overseeing planning, task assignment, and progress tracking to ensure on-time delivery.

Senior Technical Support Specialist | *December 2022 – December 2023*

- **Resolved** hardware, application, and PC issues via phone, chat, and on-site support using ServiceNow ticketing system.
- **Managed** outbound support for escalated tickets from L1/SD technicians to ensure rapid resolution of critical issues.

Technical Support Specialist L2 (Deployed in BPI) | *March 2020 – November 2022*

- **Executed** hardware troubleshooting, data backups, BAU software configuration, and OS deployment (imaging).
- **Administered** security software updates, Microsoft Intune enrollment, and basic Group Policy Objects (GPO) management.

TECHNICAL SKILLS

- **Systems:** Active Directory, GPO, MS Intune, PC Imaging, OS Deployment, VMware.
- **Networking:** DNS, DHCP, IPv4, LAN/Wi-Fi Troubleshooting, VPN (Citrix).
- **Tools:** ServiceNow, TeamViewer, IBM Tivoli, ManageEngine Endpoint Central, MS Office 365.
- **Technical:** Hardware Repair (Desktop/Laptops/Peripherals), Basic PowerShell Automation, Basic HTML & CSS.

SOFT SKILLS

- **Leadership:** Team Mentoring, Task Delegation, Conflict Resolution
- **Service-Oriented:** Patience & Empathy, Problem-Solving, Adaptable
- **Operational:** Time Management, Attention to Detail, Dependable

EDUCATION

Bachelor of Science in Computer Science | Graduated: 2017

University of Calocan City

KEY PROJECT INVOLVEMENT

BPI Hardware Refresh & Workstation Deployment

- **Role:** Project-Based Technical Lead (via AMTI)
- **Impact:** Served as Officer-in-Charge (OIC) for specialized weekend deployment cycles, overseeing the seamless imaging and PC configuration of 50+ assets per week. Ensured all Standard Operating Procedures (SOPs) were met while providing Tier 2 technical escalation support for the deployment team.

BPI New BAU Application & PC Deployment (short-term)

- **Role:** BAU Technical Support Specialist
- **Impact:** Provided dedicated outbound technical support for newly deployed Windows 10 workstations across BPI branches with **AVALOQ** application installed. Verified data integrity through file backups and ensured role-specific application configurations were fully functional. Managed vendor escalations for software-related defects to ensure rapid resolution and minimal operational impact.