

JOSHUA CHUA

Manila, Philippines | +63 968 277 6855 | josh.pchua@gmail.com | linkedin.com/in/joshpc | joshpchua.github.io

PROFESSIONAL SUMMARY

IT Support Engineer with more than 5 years of experience supporting enterprise users through voice, chat, and remote channels. Hands-on experience includes Active Directory account support, Microsoft 365 troubleshooting, first-line Azure and virtual desktop checks, endpoint tools, VPN clients, and ServiceNow incident management. Known for clear user communication, disciplined escalation, accurate ticket documentation, and the ability to learn unfamiliar tools quickly. Currently building practical AI and workflow automations using Python, n8n, APIs, prompt engineering, and agentic workflows.

CORE SKILLS

Enterprise Service Desk | Active Directory | Microsoft 365 User Support | Azure VM First-Line Support | ServiceNow | SCCM | Workspace ONE / AirWatch | Citrix Workspace | VMware / Omnisia Horizon | Azure Virtual Desktop | VPN and MFA Support | Remote Troubleshooting | Windows 10/11 | Incident and Escalation Management

PROFESSIONAL EXPERIENCE

Systems Engineer

Jul 2024 - Sep 2025

Tata Consultancy Services - BGC, Taguig

- Supported a newly launched enterprise account through voice and chat, handling approximately 20-30 incidents per day across Windows, applications, access, connectivity, and virtual desktop issues while working within SLA and escalation procedures.
- Provided first-line identity and access support in Active Directory, including password resets, account unlocks, disabled-account checks, and security group membership verification.
- Troubleshot Microsoft 365 and Outlook issues using Safe Mode, OWA-versus-desktop comparison, account and license checks, and message trace review for mail-delivery concerns.
- Performed basic Azure and VDI support by checking user and virtual machine status, restarting assigned machines, validating login or application availability, and escalating unresolved infrastructure issues to specialist teams.
- Resolved common Citrix, VPN, Wi-Fi, DNS, and network connectivity issues using command-line diagnostics, including ping, tracert, nslookup, and ipconfig, along with DNS cache and IP configuration resets.
- Used SCCM and remote-support tools including BeyondTrust/Bomgar and RDP to install or uninstall approved applications, troubleshoot user devices, and verify resolution remotely.
- Maintained complete ServiceNow records, reassigned and escalated incidents when required, and contributed troubleshooting updates to internal knowledge documentation.

IT Support Engineer

Feb 2023 - Jul 2024

Atos - Pasay City

- Managed a daily queue of approximately 15-25 ServiceNow incidents covering endpoint, application, access, connectivity, virtual desktop, and retail POS concerns.
- Supported Cisco AnyConnect, Palo Alto GlobalProtect, and Zscaler by verifying user access, checking client status, reinstalling the application, reconnecting users to an available gateway or server, and escalating persistent issues.
- Performed Workspace ONE / AirWatch support tasks including device health and status checks, device unlocks, PIN resets, iOS device information lookups, and BitLocker recovery-key verification.
- Provided first-line VMware Horizon, Omnisia Horizon, Azure Virtual Desktop, and Citrix support by checking desktop health, restarting sessions or machines, validating user access, and escalating platform issues to the VDI team.
- Assisted users with Intune-related installation or enrollment steps and completed approved software installation and removal through SCCM.
- Supported POS incidents using established runbooks and coordinated timely escalation to reduce disruption to store operations.

AI Automation Projects

Jan 2026 - Present

Independent - Manila

- Built Python- and n8n-based automations for YouTube and Facebook workflows using API integrations, reducing repetitive steps in content preparation and publishing.
- Designed agentic workflows that divided work across AI agents for research, drafting, validation, and publishing tasks.
- Integrated the Claude API, YouTube Data API, and Facebook platform APIs; tested requests, handled workflow errors, and refined prompts and logic for more reliable outputs.
- Applied prompt engineering, workflow debugging, API configuration, and structured documentation while continuing to develop practical automation skills.

Personal IT Projects

2021 - 2023

Independent - Manila

- Assembled multiple desktop computers from individually sourced components, including compatibility checks, hardware installation, cable management, BIOS setup, Windows installation, driver updates, and post-build testing.
- Performed laptop and desktop cleaning, Windows reformatting, OS reinstallation, software setup, and basic hardware troubleshooting.

Technical Support Representative

Sep 2019 - Sep 2021

Conduent - Pasay City

- Provided chat-based technical and billing support across multiple devices and software platforms, handling approximately 25-35 customer interactions per day while meeting quality and productivity standards.
- Used structured troubleshooting and clear written communication to resolve Tier 1 issues, document findings, and escalate cases outside support scope.
- Mentored more than five new hires on troubleshooting procedures, customer handling, documentation, and quality expectations.

EARLIER EXPERIENCE

Bank Teller

2017 - 2018

EastWest Bank - Philippines

- Processed customer transactions and handled sensitive financial information with accuracy while following bank controls, verification procedures, and service standards.
- Resolved routine customer concerns and coordinated exceptions or account-related questions with the appropriate bank teams.

Property Investment Consultant

2016

Alveo Land - Philippines

- Handled client inquiries, property presentations, follow-ups, and documentation for residential investment opportunities.
- Developed customer-facing communication and relationship-management skills in a sales environment.

Technical Support Representative

2015

Convergys - Alabang

- Provided phone, email, and remote support for desktop and workstation users, resolving Windows and software issues and guiding users through OS upgrades and clean installations.
- Used Moxie to track cases, document troubleshooting, manage email follow-ups, and retain ownership through resolution or escalation.
- Guided users through hardware troubleshooting and part removal or replacement, and arranged depot repair or onsite support when remote resolution was not possible.

Technical Support Representative

2014

Sitel - Ortigas

- Provided Tier 1 phone support for Toshiba laptops and hard drives, covering Windows, software, storage, and basic hardware troubleshooting.
- Coordinated depot repair or onsite technician dispatch for hardware cases and offered applicable warranty or service-plan options.

TECHNICAL SKILLS

Identity and Access: Active Directory password resets, account unlocks, disabled-account checks, group membership verification; Azure Entra ID user checks; Okta Verify; MFA support

Microsoft and Cloud Support: Microsoft 365 account, license, Outlook, OWA, and message-trace troubleshooting; Azure user and virtual-machine status checks; Azure VM restarts

Endpoint and Device Management: SCCM application installation and removal; Microsoft Intune user assistance; Workspace ONE / AirWatch device health checks, unlocks, PIN resets, iOS information, and BitLocker recovery-key checks; CrowdStrike Falcon basic status checks and reinstall support

Virtualization and Remote Support: Citrix Workspace; VMware Horizon; Omnisia Horizon; Azure Virtual Desktop; Windows RDP; BeyondTrust/Bomgar; TeamViewer; LogMeIn123; Zoom Remote Control

Networking and VPN: TCP/IP, DNS, DHCP, Wi-Fi and VPN troubleshooting; command-line diagnostics using ping, tracer, nslookup, and ipconfig; Cisco AnyConnect, Palo Alto GlobalProtect, and Zscaler

ITSM and Operations: ServiceNow; Moxie; incident ownership; ticket assignment, reassignment, escalation, closure, SLA awareness, user communication, and knowledge-document updates

Systems and Automation: Windows 10/11 support, hardware troubleshooting, PC assembly, OS installation and reformatting; basic guided PowerShell and CMD; Python, n8n, API integration, prompt engineering, and agentic workflows

EDUCATION AND CERTIFICATIONS

Bachelor of Science in Information Technology - Divine Word College of Vigan, 2013

Certifications: Lean Six Sigma White Belt; Lean Six Sigma Yellow Belt