

LOVABLE KHAYE UMALI

SUMMARY

Service Delivery Helpdesk Engineer with 10+ years of IT support experience across enterprise environments supporting global clients. Proven expertise in Microsoft 365 administration, IT service management (ITSM), endpoint management, and cloud-based support environments including Windows Virtual Desktop, Cloud PC, and Citrix. Experienced in Level 1 and Level 2 technical support, troubleshooting complex user issues, managing access and identity services, and delivering high-quality service aligned with ITIL practices and SLA requirements. Skilled in ServiceNow ticket management, knowledge base creation, performance reporting, and VIP technical support for executive users and enterprise meeting environments. Recognized for improving support efficiency, maintaining high customer satisfaction, and driving continuous service improvement initiatives.

EXPERIENCE

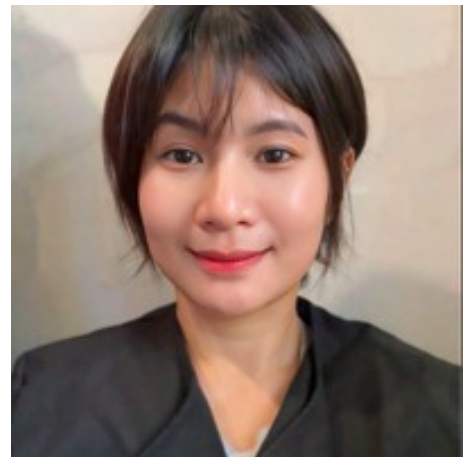
Service Delivery Helpdesk Engineer, 07/2025 - 04/2026 **Charter IT Solutions - Remote, , USA**

- Delivered technical support for enterprise users within the Microsoft 365 environment, resolving incidents related to Microsoft Teams, SharePoint Online, Exchange Online, and OneDrive.
- Managed user account provisioning, mailbox administration, and distribution list configuration, ensuring compliance with internal security and access management policies.
- Investigated and resolved OneDrive synchronization, file-sharing, and storage-related issues, collaborating with Microsoft support teams for complex escalations.
- Created and maintained technical documentation and knowledge base articles, reducing recurring incidents and improving service desk resolution efficiency.
- Monitored endpoint compliance and system health, performing Windows updates, patch management, and proactive troubleshooting to maintain security standards.
- Provided VIP technical support to client stakeholders, supporting Chartered Services programs across multiple schools, ensuring seamless operation of IT systems, collaboration tools, and meeting technologies.

Senior Service Desk Analyst, 11/2022 - 07/2025

Alpha Data - Abu Dhabi City, United Arab Emirates

- Delivered Level 1 and Level 2 technical support for enterprise users within the Microsoft 365 environment, resolving incidents related to Microsoft Teams, SharePoint Online, Exchange Online, and OneDrive.



CONTACT

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CORE SKILLS

- IT Service Management (ITSM)
- Service Desk Operations
- Incident & Problem Management
- Microsoft 365 Administration
- Active Directory & Access Management
- Endpoint Management (Intune)
- Windows Virtual Desktop / Cloud PC
- Exchange Online Administration
- SharePoint & Teams Administration
- VIP / Executive Support
- Audio-Visual Systems Support
- ServiceNow Ticketing System
- Knowledge Base Development
- Remote Troubleshooting
- Inventory & Asset Management
- Process Improvement
- Microsoft 365
- Windows OS / macOS
- Azure / Cloud PC
- Citrix / Windows Virtual Desktop
- Exchange Online
- Microsoft Teams
- SharePoint Online
- Intune Endpoint Management

- Provided enterprise service desk support for a large financial institution, supporting thousands of users globally.
- Administered Microsoft Exchange mailboxes, shared mailboxes, and distribution groups while maintaining compliance with governance policies.
- Managed endpoint synchronization and patching through proactive troubleshooting and compliance monitoring.
- Delivered technical support for meeting rooms and conferencing systems, including projectors, cameras, Surface Hub, and IPTV displays.
- Collaborated with Microsoft engineers during Surface Hub deployment and configuration projects.
- Produced weekly and monthly performance reports aligned with SLA and KPI metrics.
- Authored and maintained ServiceNow knowledge base documentation, improving issue resolution time.
- Supported onboarding of new hires by provisioning user accounts, system access, and endpoint configurations.
- Escalated complex technical issues to infrastructure teams while ensuring continuous communication with stakeholders.
- Client: Abu Dhabi Investment Authority (ADIA)

Service Desk Analyst, 10/2021 - 10/2022

Prov International Inc. - MSP , Makati, Philippines

- Diagnosed and resolved software, hardware, and network issues for enterprise users.
- Installed and configured software through Software Center and remote deployment tools.
- Provided remote troubleshooting for Windows, macOS, and printer-related issues.
- Logged, tracked, and resolved incidents through ServiceNow ticketing system ensuring SLA compliance.
- Client: Maersk Drilling

System Engineer, 08/2020 - 10/2021

TATA Consultancy Services - MSP Taguig, Philippines

- Maintained operating systems, enterprise applications, and system management tools.
- Performed system monitoring, troubleshooting, and maintenance to ensure reliability and performance.
- Assisted with software packaging, deployment, and endpoint management.

Service Desk Analyst, 06/2018 - 12/2019

Allegis Global Solutions - Pasig, Philippines

- Delivered IT support for global users.
- Handled password resets, account unlocks, and system access requests through Active Directory.
- Provided troubleshooting for laptops, printers, and enterprise software.

- Active Directory (Account Management, Password Reset, OU Management)
- Remote Support Tools
- TeamViewer
- Quick Assist
- Remote Desktop
- ScreenConnect
- NinjaOne
- Addigy
- Pulse Secure
- ServiceNow
- ConnectWise
- Zendesk
- VPN Technologies
- Cisco AnyConnect
- GlobalProtect
- Microsoft Always-On VPN
- Stonebranch
- Control-M
- MyAccess
- Google Workspace
- Nimbus
- InContact

Technical Support Specialist, 09/2016 - 05/2018

Acquire Pacific Inc. - Mandaluyong, Philippines

- Provided internet technical support including modem configuration and network troubleshooting.
- Diagnosed connectivity issues using signal testing tools.
- Coordinated with field technicians to resolve fiber line and wiring faults.
- Client: DODO (Australia)

Technical Support Specialist, 04/2015 - 12/2015

TPG Inc. - Pasig, Philippines

- Supported broadband users by troubleshooting network connectivity, modem configuration, and email setup.
 - Assisted customers with Outlook POP server configuration and wireless connectivity issues.
 - Client: Australian ISP
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CERTIFICATIONS

- Microsoft Azure Fundamentals (AZ-900)
 - ITIL 4 Foundations – Service Management
 - Microsoft 365 Administration Fundamentals
 - IT Service Desk: Customer Service Fundamentals
 - Windows 10 for IT Professionals
 - Troubleshooting Common PC Issues
 - Microsoft 365 Copilot Essentials
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EDUCATION

Bachelor of Science, Business Administration, Management

Information Systems

AMA University - Quezon City

LANGUAGES

English:	C1	Filipino:	C2
			
Advanced		Proficient	

AWARDS

Employee of the Month Award

WEBSITES, PORTFOLIOS AND PROFILES

Linked In - www.linkedin.com/in/lovable-khaye-umali-832480170

Portfolio - <https://bubbles.jcit.digital>

REFERENCES

- Jake ConchaLead IT jake@jcit.digital+14048574101+639696104046