JONAH LOU D. EMPERADO

Technical Support | Application & Cloud Support
Cebu City, Philippines

PROFESSIONAL SUMMARY

Detail-oriented IT professional with 6+ years of experience in application, cloud, and technical support, specializing in system monitoring, technical troubleshooting, account and access management, ticket resolution, documentation, reporting, and operational support. Experienced in configuring user accounts and permissions, monitoring system and server performance, coordinating technical escalations, and supporting process and technology changes. Proficient in ServiceNow, JIRA, infrastructure monitoring tools, Microsoft Office, and various technical platforms. Strong communicator with experience providing knowledge transfer, maintaining technical documentation, and collaborating with cross-functional teams to resolve issues and support smooth technology operations.

PROFESSIONAL EXPERIENCE

ACCENTURE INC.

App/Cloud/Tech Support Analyst
2020 – Present

- Monitor network systems, servers, and applications to identify performance degradation, outages, and other technical issues and support timely resolution.
- Configure and maintain user accounts, email accounts, permissions, and system access according to operational requirements.
- Troubleshoot technical issues and coordinate escalations with higher-level technical teams and subject matter experts when issues require additional investigation.
- Manage technical support requests through ServiceNow and JIRA, ensuring tickets are properly documented, tracked, updated, and escalated as needed.
- Support operational and technology changes by following established processes, validating configurations, setting up databases, and coordinating with relevant teams to address technical dependencies.

- Perform system and application monitoring to identify potential issues and help minimize service disruption.
- Create and maintain technical documentation, troubleshooting guides, FAQs, and project manuals to support consistent operations and knowledge sharing.
- Provide knowledge transfer and training to new operators on project processes, software applications, operational procedures, and security practices.
- Generate and maintain reports related to system performance, support activities, and operational issues using Microsoft Excel, Word, PowerPoint, and Whiteboard.
- Coordinate meetings and technical discussions using Microsoft Teams.
- Participate in knowledge acquisition for new project operations, applications, and processed to support continuous improvement.

WINKEY ONLINE ENGLISH ACADEMY

Part-time ESL Teacher
2017-2018

- Delivered English instruction to non-native speakers across beginner to advanced levels.
- Used multimedia tools and interactive activities to support effective learning and communication.
- Conducted assessments and provided structured feedback to track learner progress and identify areas for improvement.

CORE COMPETENCIES

Technical Implementation & Configuration

- User & Account Configuration
- Access & Permission Management
- Application & System Support
- Technical Troubleshooting
- System Monitoring
- Incident & Issue Management
- Technical Escalation
- Configuration Validation
- Documentation & Knowledge Management
- Operational Support

Tools & Technologies

- ServiceNow
- JIRA
- Zabbix
- Nagios
- SolarWinds
- Splunk
- JP1
- AWS
- HANA
- Powershell
- Putty
- Tera Term
- Automation Anywhere
- Autosys
- DBeaver
- RIMES
- LENS
- Informatica
- Trundl
- Falcon
- Blue Prism
- SMaRT Tool
- Archer

EDUCATION

University of San Carlos
Bachelor of Science in Electronics Engineering
2014-2019

TRAINING & CERTIFICATIONS

- Microsoft Azure Fundamentals Certified
- Robotics Process Automation Training
- Japanese Language Training (N1-N3 Level)
- On Premise Japan Hub Nihongo N5 Level Certified