

EURENCE NAIN

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PROFESSIONAL SUMMARY

Experienced IT Service Management professional with 10+ years in service desk operations, incident management, and technical support. Skilled in Microsoft 365, Azure AD, troubleshooting, SLA compliance, team leadership, and process improvement. Also a travel content creator focused on outdoor adventures, storytelling, and inspiring exploration.

RELEVANT EXPERIENCE

Content creator (Youtube, Facebook and Tiktok)

Passionate outdoor creator producing immersive travel content focused on hiking, trail running, cycling, and freediving. Captures authentic adventure experiences across mountains, trails, and oceans while sharing practical insights on gear, preparation, and travel. Through visual storytelling, inspires a community to embrace resilience, curiosity, and exploration beyond limits.

Jun 2020 – Present

Facebook page: [web.facebook.com/ByaheNiRence](https://www.facebook.com/ByaheNiRence)

Youtube: <https://www.youtube.com/@Byahenirence>

Skill in video editing

- Video Editing (Short-form & Long-form Content)
- Timeline Editing & Sequencing
- Color Correction & Color Grading
- Audio Editing & Sound Mixing
- Motion Graphics & Basic Animation
- Transitions & Visual Effects (VFX)
- Subtitling & Captioning
- YouTube Content Optimization (Thumbnails, Cuts, Retention Flow)
- Social Media Video Editing (TikTok, Reels, Shorts)
- B-roll Selection & Integration
- Footage Organization & Media Management
- Basic Visual Effects (Speed Ramping, Stabilization, Keyframing)

Tools

- Canva
- Shotcut
- Capcut
- Bandicam
- Suno
- Chat GPT
- Sound recorder

Gadgets use

- Asus Laptop
- External monitor
- External Keyboard
- Gopro Hero 10
- DJI Mini 5 drone

Wipro Limited – Operations Supervisor
Quezon city, Philippines

Aug 2020 – Dec 2025

- Led service desk operations by managing team performance, ticket queues, and process compliance. Conducted audits, coaching sessions, and ensured alignment with ITIL processes. and remote troubleshooting via Bomgar. Performed system testing to ensure service desk tools and applications functioned effectively. Daily, weekly, and Monthly calls with the client and tower lead to discuss the update and challenges of the account. Creating and updating SOPs for the team.

Wipro Limited - Incident Manager
Quezon city, Philippines

Apr 2019 – Aug 2020

- Managed service desk ticket handling, guaranteeing appropriate assignments, timely updates, and effective incident resolution. Produced daily reports, addressed escalations, and collaborated with tower leads. Investigated long-standing tickets, assisted with server maintenance scheduling, and oversaw chat and call queues while offering coaching to the team. Supported O365 applications, Azure AD (including MFA setup/reset).

Wipro Limited -Supplier Manager
Quezon city, Philippines

Apr 2017 – Apr 2019

- Oversaw supplier-related tickets and worked closely with clients, suppliers, and internal teams. Facilitated training sessions, developed process documentation, and tracked the efficiency of ticket resolutions. Coordinated priority incidents, addressed escalations, and actively worked towards resolving long-standing issues.

Information Technology Service Desk
(designated by Collabera Agency to Wipro)

Jun 2016 – Apr 2017

- Delivered first-line technical support through calls, chats, and self-service tickets. Resolved issues with MS Office applications, connectivity problems, and system errors. Managed Active Directory password resets and efficiently prioritized and escalated tickets.

**Expert Global Solutions (now Alorica)
Help Desk & Customer Support**

- Provided technical and customer support for healthcare and telecom clients, including Express Scripts and SiriusXM. Offered application assistance, managed password resets (Active Directory), and oversaw ticket management. Aided pharmacists in resolving system errors by issuing override codes. Acted as Team Lead Assistant, facilitating queue monitoring and offering guidance to agents.

2013–2016

Top Brass E-Tech Inc. – Online Pharmacy Assistant

- Managed prescription refill requests and offered customer support for pharmacy services.

2010–2012

SKILLS

Technical Skills

- Microsoft 365 (O365) Administration & Support
- Azure Active Directory (Azure AD)
- Multi-Factor Authentication (MFA) Setup & Reset
- Active Directory (AD) User Management & Password Reset
- Remote Support Tools (Bomgar / BeyondTrust)
- VPN (Zscaler)
- Ticketing Systems & Service Desk Tools
- Incident & Problem Management
- System & Application Troubleshooting
- Windows OS & Microsoft Office Support (Outlook, etc.)
- Network & Connectivity Troubleshooting
- Mainframe & DOS-based Application Support
- Alert Monitoring (Server and Application)
- Technical & Customer Support
- Call, Chat, and Email Support
- Queue Monitoring
- Issue Resolution & Follow-ups
- Cross-functional Collaboration

Service Management & Operations

- IT Service Desk Operations
- ITIL-based Processes
- SLA & KPI Management
- Ticket Queue Management
- Incident Escalation Handling
- Root Cause Analysis
- Service Reporting & Documentation
- System Testing & UAT Support

EDUCATION

Asian Institute of Science and
Technology

(2008 - 2010)

Business Information Management