

LYNDON PASCUA JR

IT Support Engineer | Systems Administration | Microsoft 365 | Networking | Security Operations
Philippines | +63 961 528 6803 | pascuajr23@gmail.com | <https://solcredio.com>

SUMMARY

Systems Administrator and IT Support Specialist with hands-on experience supporting MSP and business environments. Skilled in Microsoft 365 administration, endpoint management, identity and access management (Active Directory, MFA), RMM platforms, security operations, network troubleshooting, and technical documentation. Known for resolving technical issues efficiently and maintaining secure, reliable IT systems while delivering high-quality end-user support.

CORE SKILLS

Microsoft 365 Administration | Active Directory Management | Endpoint Administration | Remote Desktop Support | User Provisioning & Offboarding | SharePoint Online Administration | MFA Deployment | Network Troubleshooting | Backup & Recovery Management | Knowledge Base Development | IT Asset Management | Endpoint Detection & Response (EDR) | RMM Platforms | Service Desk Operations | Security Operations

EXPERIENCE

MSP Agency — Remote
Service Desk Technician

2024 – Present

- Provide tier 1/2 technical support for multiple managed service provider (MSP) clients, resolving hardware, software, and network issues via remote support tools.
- Administer Microsoft 365 environments including user provisioning and offboarding, license management, mailbox configuration, and SharePoint Online administration.
- Manage endpoint administration and monitoring through RMM platforms to maintain system health, security patching, and compliance across client networks.
- Deploy and manage multi-factor authentication (MFA) and identity/access controls to strengthen client security posture.
- Perform network troubleshooting, backup and recovery management, and endpoint detection and response (EDR) monitoring to reduce downtime and security risk.
- Create and maintain technical documentation and knowledge base articles to standardize troubleshooting procedures and speed up issue resolution.

NPMCN Digital Trading — Cavite
Marketing Head

2022 – 2023

- Led marketing initiatives for a fast-growing eCommerce startup, managing digital marketplace operations across Facebook Marketplace, TikTok Shop, Shopee, and Lazada.
- Directed branding, digital campaigns, and content strategy to support customer-focused growth.
- Coordinated cross-functional operations between marketing, fulfillment, and customer service teams.

Great Image — Cavite
Photographer

2020 – 2021

- Delivered customer-facing creative and technical services across multiple branches of a nationwide photography studio brand (85+ branches).
- Handled studio equipment setup, workflow operations, and quality control to maintain consistent service standards across locations.

Light Rail Manila Corporation — Metro Manila
Corporate Communications Intern

2018 – 2019

- Supported corporate communications, internal documentation, and administrative coordination for a public transit organization.
- Assisted with event planning, media coverage, and public relations content production.

EDUCATION

Lyceum of the Philippines University – Cavite
Bachelor of Arts in Communication, Major in Broadcasting

2016 – 2019

Angelicum Immanuel Montessori – General Trias
High School Diploma, STEM Strand

2012 – 2016