

FRANCESCA JANE VILLEGAS

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Rosario Pateros Metro Manila

PROFESSIONAL SUMMARY

Equipped with almost 4 years of progressive experience with Coles AU IT support, an excellent skill set for NCR/Fujitsu's Assisted Checkouts and/or Point of Sale/BOS System, Microsoft 0365 expertise, and Account Management via Active Directory and IDM, Hardware and Software troubleshooting. Biggest career achievement includes leading a team to the top and becoming a consistent best Circle Leader. Handled SL/SME position and Incident Management Coordinator while performing leadership role.

WORK EXPERIENCE

IT Helpdesk Specialist | November 2025 – Present

Tricentis Philippines

- Provide on-site IT support for the company, serving as the primary IT support for users at the Manila site. Handle first-line technical support by troubleshooting hardware, software, access, and device issues; managing IT tickets; supporting user accounts and devices; and ensuring timely resolution with proper documentation and customer service.

With no dedicated Level 2 support currently assigned to the Manila site, serve as the Acting Level 2 IT Support, handling escalated and more advanced technical issues. Responsible for employee onboarding and offboarding, including account and device preparation, asset endorsement to new hires, and pre-provisioning of returned assets.

Also responsible for IT asset inventory and equipment ordering, as well as checking and monitoring the company server room and IT infrastructure to help ensure proper operation and availability.

Circle Leader | January 2023 - July 2023 (Secondment) | July 2023–October 2025 (Confirmed)

Coles IT Helpdesk | Probe CX

- Coached and motivated agents to achieve goals and sustain team morale.
- Liaised with cross-functional teams to streamline processes and relay feedback.

Shift Leader-Subject Matter Expert/Incident Coordinator | June 2022 - December 2022

Coles IT Helpdesk | Probe CX

- Assisted Team Leaders to maintain smooth team performance and operations.
- Managed IT Support Centre during rostered, after-hours, and weekend shifts.
- Handled critical incident (IC) tasks from the offshore escalation team to ensure timely resolution.

Customer Service Experience - L1 Helpdesk Blended | Sept 2021 – March 2022

Coles IT Helpdesk | Probe CX

- Resolved incidents at first contact, improving resolution times and user satisfaction.
- Troubleshoot issues across applications, software, hardware, networks, and user administration. Contributed
- to seamless operations and campaign success through efficient problem-solving and service delivery.

Customer Service Advisor 1 - | July 17 2020 – Sept 7, 2021

AT&T Mobility | Concentrix

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- to seamless operations and campaign success through efficient problem-solving and service delivery.

ACADEMIC HISTORY

Rizal Technological University | 2014 - 2015 Pateros Catholic School | 2009 - 2013

BSBA - Major in Operations Management

TECHNICAL SKILLS

- Experienced in First-Line and Acting Level 2 IT Support, troubleshooting hardware, software, access, network, and Retail NCR/Fujitsu systems.
- Incident Management Coordinator for 3 years, handling high-priority POS, ACO, and BOS incidents.
- Skilled in MFA, RSA, Okta, Active Directory, Azure, and Identity Management.
- Proficient in Windows OS, Intune, Automox, Zscaler, Remote Desktop, Slack, Jira, Confluence, and Claude.
- Experienced in troubleshooting printers, routers, mobility devices, VPN, and other IT equipment.
- Experienced with ServiceNow, AWS, Hyper-V, and Terminal Servers.
- Skilled in OneDrive and SharePoint, including site creation and access permissions.
- Handle employee onboarding/offboarding, asset endorsement, pre-provisioning, inventory, and equipment ordering.
- Assigned to monitor the server room and IT infrastructure at the Manila site.