

Lyndon Pascua Jr

IT Support Engineer | Systems Administration | Microsoft 365 | Networking | Security Operations

✉ pascuajr23@gmail.com | ☎ +639615286803 | 📍 Philippines | 🌐 <https://solcredio.com>



Summary

Systems Administrator and IT Support Specialist with experience supporting MSP and business environments. Skilled in Microsoft 365 administration, endpoint management, identity and access management, RMM platforms, security operations, technical documentation, and infrastructure troubleshooting. Proven ability to maintain secure, reliable IT systems, resolve technical issues efficiently, and deliver high-quality end-user support.

Skills

Microsoft 365 Administration



Remote Desktop Support



MFA Deployment



Knowledge Base Development



Active Directory Management



User Provisioning & Offboarding



Network Troubleshooting



IT Asset Management



Endpoint Administration



SharePoint Online Administration



Backup & Recovery Management



Endpoint Detection & Response



Education

Lyceum of the Philippines University – Cavite

Major in Broadcasting

Bachelor of Arts in Communication

2016-2019

Angelicum Immanuel Montessori - General Trias

STEM

High School

2012-2016

Experience

MSP Agency

Service Desk Technician

Supporting managed service provider environments with hands-on experience in service desk operations, endpoint management, remote support, troubleshooting, Microsoft 365 administration, documentation, and infrastructure support.

Remote

2024-Present

NPMCN Digital Trading

Marketing Head

Led marketing initiatives for a fast-growing eCommerce startup focused on digital marketplace operations across platforms such as Facebook Marketplace, TikTok Shop, Shopee, and Lazada. Managed branding, operations coordination, digital campaigns, content direction, and customer-focused growth strategies.

Cavite

2022-2023

Great Image

Photographer

Worked across multiple branches of Great Image, one of the largest photography studio brands in the Philippines with more than 85 branches nationwide. Delivered customer-facing creative services, handled studio operations, and maintained consistent service quality across multiple locations.

Cavite

2020-2021

Light Rail Manila Corporation

Corporate Communications Intern

Assisted with corporate communications, administrative coordination, documentation, internal communications, event planning, and media coverage. Supported public relations activities, content production, and organizational communications workflows.

Metro Manila

2018 – 2019