



EDWARD

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WORK EXPERIENCE

TRAINER – EXPERIENCE ENABLER

Everise Incorporated | Sep 2020 – Apr 2025 (4 years, 7 months)

- Designed and facilitated virtual training for onboarding, technical, product, soft skills, and compliance; developed LMS e-learning programs, created SOPs and knowledgebase, performed IT compliance assessments, and partnered with HR and leaders to align training with organizational goals.

WORKSTATION ENGINEER

BREN Incorporated | Nov 2018 – Jan 2020 (1 year, 2 months)

- Served as escalation point for Tier 1 and 2 support, implemented zero-hand deployment via Microsoft Deployment Toolkit and Windows Autopilot, resolved incidents per SLA, documented procedures and SOPs, and handled IT procurement and vendor management.

IT SERVICE DESK ANALYST

Alta Resources | Jan 2017 – Nov 2018 (1 year, 10 months)

- Supported 1,500+ users resolving hardware, software, and network issues; used ServiceNow and Jira for ITSM; led root cause analysis reducing repeat tickets, implemented ITIL-based practices, and cut SLA breaches via ticket triaging.

IT SPECIALIST

Curoteknika Incorporated | Aug 2013 – Jan 2017 (3 years, 5 months)

- Delivered desktop and infrastructure support, onboarded clients, led desktop migration projects (Windows 7→10), configured mobile phones in ManageEngine MDM, implemented Microsoft Deployment Toolkit, led data migrations, and improved asset tracking.

SKILLS/AREAS OF EXPERTISE

- Training Needs Analysis & Program Design
- Virtual & In-person Training Facilitation
- Onboarding & Upskilling Programs
- E-learning Development (LMS Platforms)
- Technical Training (IT Systems, Tools & Processes)
- Curriculum & Content Development
- Knowledge-based & SOP Documentation
- Project Coordination & Training Rollout
- Performance Assessment & Coaching
- Stakeholder Communication & Engagement

TECHNOLOGY

- Salesforce
- Zendesk
- ServiceNow
- Jira
- Adobe Captivate
- OpenLMS
- Microsoft Office 365
- Google Workspace
- Slack
- Asana

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