MARK EUMIR TURINGAN

IT Project and Desktop Support

Kassel, Germany | +49 176 83420629 | markeumir.turingan@gmail.com
LinkedIn: linkedin.com/in/markeumir | GitHub: github.com/markeumir
Portfolio: markeumir.github.io/MiRo-Digital-Tools-Apps/site-index.html

PROFESSIONAL SUMMARY

IT support and operations professional with over 15 years of experience in global enterprise environments. Background in end-user and executive support, IT project implementation, incident management, device provisioning, and systems administration. Experienced with on-premises and cloud services, ITSM processes, and cross-functional coordination across the Philippines, Singapore, and Malaysia. ITIL certified with a bachelor's degree in Electronics and Communications Engineering.

TECHNICAL SKILLS

- Enterprise systems: Microsoft 365, Active Directory, Exchange Online, SCCM, MDM, Windows networking
- Endpoint and service support: Windows, macOS, desktop/laptop deployment, troubleshooting, ITSM/Freshservice
- IT operations: Incident escalation, user account management, remote/on-site support, IT project coordination
- Personal technical projects: Linux, Docker, GitHub, Cloudflare, Android/web testing, deployment and release checks

PROFESSIONAL EXPERIENCE

IT Operations Project Engineer

Trustwave Philippines Inc. | Makati City, Philippines | June 2023 - March 2024

- Supported IT Operations in building systems and applications and maintaining on-premises services and cloud infrastructure.
- Coordinated vendors, stakeholders, and internal teams to deliver IT projects within planned timelines.
- Helped resolve critical and escalated end-user issues and led cross-functional IT project activities.

IT Support Engineer

Trustwave Private Limited | Singapore | May 2020 - June 2023

- Troubleshot end-user hardware, software, connectivity, and security-related issues through remote and on-site support.
- Installed, configured, and maintained desktops, laptops, printers, and peripherals.
- Collaborated with other IT teams on support improvements and technology initiatives.

Top Management Executive Support and Desktop Support Engineer

NCS Private Limited (Singtel Group) | Singapore | January 2018 - May 2020

- Provided technical support to senior management and employees, including mobile computing devices.
- Deployed and managed software updates, patches, and backups for computing devices.
- Tracked company IT assets and inventory throughout the equipment lifecycle.

PROFESSIONAL EXPERIENCE

IT Subject Matter Expert (SME)

Global Enterprise International Malaysia (later acquired by Infosys) | Petaling Jaya, Selangor, Malaysia | June 2016 - December 2017

- Researched and analyzed complex technical issues and advised service desk teams on resolutions.
- Created and maintained knowledge-base articles, workarounds, and permanent solutions.
- Trained ServiceDesk colleagues and worked with IT teams to improve support processes.

IT ServiceDesk Analyst

Global Enterprise International Malaysia | Petaling Jaya, Selangor, Malaysia | December 2014 - June 2016

- Supported end users across multiple locations and resolved hardware, software, and network issues.
- Documented and tracked service requests and incidents in a ticketing system to meet SLAs.

INDEPENDENT TECHNOLOGY PROJECTS

MiRo Digital Tools | Personal, AI-assisted technology projects (ongoing)

- Defined requirements, planned features, and guided AI-assisted implementation of Android applications, web utilities, and offline/LAN tools.
- Conducted hands-on troubleshooting, device testing, quality assurance, documentation, updates, and release verification.
- Managed personal Linux/Docker services and GitHub/Cloudflare deployment workflows.
- Projects include MiRo BINGO and MiRo TV Edition. Boggles - MiRo Edition and Millionaires Game - MiRo Edition remain under development.

SELECTED ACHIEVEMENTS

- Appointed IT Helpdesk Officer-in-Charge Supervisor at SGS Gulf Ltd., gaining leadership and team coordination experience.
- Advanced to ServiceDesk SME at GEIM, developed knowledge resources and trained colleagues; later supported senior executives at Singtel/NCS.

EDUCATION

Bachelor of Science in Electronics & Communications Engineering (BSECE) | Polytechnic University of the Philippines, Sta. Mesa, Manila | June 1999 - April 2004

CERTIFICATION

ITIL certified

LANGUAGES

Filipino / Tagalog (native) | English (advanced) | German (basic; continuing to learn)