

MARK EUMIR TURINGAN

IT Project and Desktop Support

PROFESSIONAL SUMMARY

Seasoned IT professional with over 15 years of comprehensive experience in IT Support, Desktop Services, and IT Operations within global enterprise environments. Specializing in end-user support, system administration, and IT project implementation, with a strong focus on delivering secure, scalable, and efficient IT solutions.

Proven track record in supporting diverse IT infrastructures—both on-premises and cloud-based—including Microsoft 365, Active Directory, Exchange Online, Windows Networking, SCCM, and macOS environments. Skilled in incident management, device provisioning, user account administration, and mobile device management (MDM). Adept at using ITSM platforms like FreshService to streamline support processes and improve service delivery.

Recognized for supporting top-level executives, managing cross-functional IT initiatives, and providing SME-level guidance in fast-paced, multicultural environments across the Philippines, Singapore, and Malaysia.

ITIL certified with a Bachelor's degree in Electronics and Communications Engineering, I bring a blend of technical excellence, user empathy, and project coordination expertise to any IT team.

EDUCATION

University: Polytechnic University of the Philippines
Location: Sta. Mesa, Manila, Philippines
Course: Bachelor of Science in Major in Electronics & Communications Engineering (BSECE)
Date: June 1999 – April 2004

WORK EXPERIENCES

Company: Trustwave Philippines Inc.
Industry: Cybersecurity and Managed Security Services
Location: Makati City, Philippines
Job Title: IT Operations Project Engineer
Date Hired: June 2023 – March 2024

- Assist IT Operations team in building new systems and applications to support business functions and help IT team in managing various on-premise services as well as cloud infrastructure.
- Coordinate with vendors, stakeholders, and internal teams to ensure efficient project delivery.
- I also regularly help End User Support team in resolving escalated and critical issues encountered by internal staff.
- Led cross-functional teams to successfully implement IT projects within specified timelines.

Company: Trustwave Private Limited
Industry: Cybersecurity and Managed Security Services
Location: Singapore
Job Title: IT Support Engineer
Date Hired: May 2020 – June 2023

- Troubleshoot hardware and software issues for end users / staff.
- Install, configure, and maintain desktops, laptops, printers, and peripherals for optimal performance.
- Provide remote and on-site support for networking, connectivity, and security concerns.
- Collaborate with cross-functional teams to implement IT initiatives and ensure user satisfaction.

PROFILE & CONTACT INFORMATION

DATE OF BIRTH:
August 14, 1982

CITIZENSHIP:
Filipino (Philippines)

ADDRESS:
Schanzenstraße 32 (2.0 G)
Kassel, 34130,
Hessen, Germany

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PORTFOLIO & GITHUB

MiRo Digital Tools - Personal Projects Application portfolio:
markeumir.github.io/MiRo-Digital-Tools-Apps/site-index.html
GitHub: github.com/markeumir

LANGUAGES

Tagalog / Filipino (Native Speaker)
English (Advance)
German (Basic / Still learning)

TECHNICAL SKILLS

Enterprise IT

Microsoft 365, Active Directory
Exchange Online, SCCM, MDM
Windows, macOS, ITSM / FreshService

Personal systems

Linux, Docker and home-lab services
GitHub and Cloudflare deployments
Android / web testing and release checks
AI-assisted project implementation

WORK EXPERIENCES

Company: NCS Private Limited (Singtel Group)
Industry: IT Services and IT Consulting
Location: Singapore
Job Title: Top Management Executive Support and Desktop Support Engineer
Date Hired: January 2018 – May 2020

- Provided technical support for Top Management as we well as end-users/employees in troubleshooting / resolving hardware and software issues in the mobile computing devices.
- Deploy and manage software updates, patches, and backups for computing devices.
- Track and maintain company assets, records and inventory in all stages of its life cycle.

Company: Global Enterprise International Malaysia (acquired by InfoSys)
Industry: IT Consulting and Outsourcing
Location: Petaling Jaya, Selangor, Malaysia

Job Title: IT Subject Matter Expert (SME)
Date Hired: June 2016 – December 2017

- Conduct research & analysis to provide expert advice on complex technical issues.
- Continuously update knowledgebase information articles (KBS) and record workaround and/or permanent solutions to various issues.
- Collaborate with cross-functional teams to develop solutions and drive operational improvements.
- Provide training sessions to educate ServiceDesk staff and colleagues on industry best practices on technical issues and act as a primary key resource for IT Helpdesk group within the organization.

Job Title: IT ServiceDesk Analyst
Date Hired: December 2014 – June 2016

- Provided technical support for end-users across multiple locations.
- Document and track all requests/incidents using ticketing system to ensure proper resolution within SLA.
- Collaborate with IT teams to troubleshoot and implement solutions for network, software & hardware issues.

ACHIEVEMENTS

- Appointed IT Helpdesk OIC Supervisor at SGS Gulf Ltd., gaining leadership and team coordination experience.

- Progressed to ServiceDesk Subject Matter Expert at GEIM, creating knowledge-base content and training colleagues, later supported senior executives at Singtel / NCS.

INDEPENDENT TECHNOLOGY PROJECTS

MiRo Digital Tools - personal, AI-assisted projects

- Defined requirements, planned features and guided AI-assisted development of Android apps, web utilities and offline / LAN tools.
- Performed hands-on troubleshooting, device testing, quality assurance, documentation, updates and release checks.
- Managed Linux / Docker services and GitHub / Cloudflare deployment workflows for personal projects.
- Examples include MiRo BINGO and MiRo TV Edition. Boggles - MiRo Edition and Millionaires Game - MiRo Edition are still under development.