

Raphael Landre Borlongan

IT Support | Endpoint Management | Systems Administration

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PROFESSIONAL SUMMARY

IT professional with 4+ years of enterprise support experience across healthcare and technology. Hands-on work in endpoint management, identity and access management, Microsoft 365 administration, and security automation. Currently supporting SoftBank through Saragossa Consulting.

TECHNICAL SKILLS

Endpoint management: Jamf, Microsoft Intune, Windows Autopilot, Group Policy (GPO), IBM MaaS360, macOS, Windows

Identity & collaboration: Okta, Microsoft Entra ID (Azure AD), Active Directory, Microsoft 365, Google Workspace, Zoom Rooms

Security & automation: PowerShell, Selenium, Java, TLS/SSL checks, security awareness training, phishing campaigns, Microsoft Power Apps

PROFESSIONAL EXPERIENCE

IT Service Desk Engineer | Saragossa Consulting | Supporting SoftBank

April 2026 - Present | Menlo Park, CA

- Support employees and executives with desktop troubleshooting, hardware provisioning, and day-to-day IT operations in SoftBank's Menlo Park office.
- Coordinate onboarding and offboarding across devices and access; support macOS environments using Jamf, Okta, Microsoft 365, and Zoom.

Junior System Administrator | San Francisco Campus for Jewish Living

July 2024 - March 2026 | San Francisco, CA

- Configured Microsoft Intune, Windows Autopilot, and Group Policy to standardize device provisioning and policy enforcement across branches.
- Administered Microsoft 365, SharePoint, Teams, Google Workspace, and Microsoft Entra ID (Azure AD); managed mobile devices with IBM MaaS360.
- Built a Microsoft Power Apps asset management application to replace spreadsheet tracking and improve visibility into device lifecycle and warranty status.
- Led security awareness training and phishing campaigns, alongside executive technical support.

PROFESSIONAL EXPERIENCE - CONTINUED

Service Desk Business Analyst | San Francisco Campus for Jewish Living

August 2022 - July 2024 | San Francisco, CA

- Resolved escalated hardware, software, networking, and access issues; managed staff onboarding and offboarding workflows.
- Deployed Zoom Room conference solutions and supported executive audiovisual technology; configured Cisco gateway phone lines and patch panels.

Desktop Support Intern | Five9

May 2022 - August 2022 | San Ramon, CA

- Maintained laptop warranty and asset records, assisted with Intune and Jamf policy configuration, and wrote standard operating procedures for inventory and device intake.

Application Security Intern | Kaiser Permanente

January 2020 - July 2020 | Pleasanton, CA

- Created a Selenium automation script in Java to check TLS/SSL protocol versions using Qualys SSL Labs results.
- Processed access requests through Jira and developed training materials for self-service security assessments.

PERSONAL PROJECT

Homelab - Systems and Network Administration

Built a Proxmox VE lab on a Dell OptiPlex with Ubiquiti networking. Runs AdGuard Home, Home Assistant, Plex, and a Kali Linux VM for networking, virtualization, self-hosting, and security practice.

EDUCATION

B.S. Cybersecurity & Information Assurance | Western Governors University

A.S. Information Technology | Las Positas College

Cybersecurity training | Year Up

CERTIFICATIONS

CompTIA A+ | CompTIA Network+ | CompTIA Security+ | CompTIA CySA+ | CompTIA PenTest+ | ISC2 SSCP | CompTIA CSIS