

WAYNE ANDES

63 917 854 0331

w.andes+cv@outlook.com

wandescv.latenslocus.com

Quezon City, Metro Manila

AREAS OF EXPERTISE

Microsoft Cloud Identity and Access

- Microsoft Azure Active Directory
- Microsoft Azure Users and Devices
- Microsoft Azure resources

Microsoft Cybersecurity

- Identity and Access
- Platform Protection
- Security Operations
- Data Security
- Hybrid and multi-cloud infrastructures

Microsoft Information Protection and Compliance

- Microsoft 365 Apps
- Microsoft Exchange Online
- Microsoft SharePoint
- Microsoft OneDrive
- Microsoft Teams

Microsoft Security Operations

- Microsoft Sentinel
- Microsoft Defender for Cloud
- Microsoft 365 Defender

Microsoft On-Premises Technologies

- Active Directory Security
- Group Policy Objects
- Windows Server Security
- Windows Client Security

Linux Platforms

- Red Hat
- Various Debian based distributions
- Docker
- K3S

Security Standards

- Center for Internet Security (CIS)
- General Data Protection Regulation (GDPR)
- National Institute of Standards and Technology (NIST)
- PCI Security Standards Council

About Me

Strategic and accomplished Identity and Security Expert with an illustrious 27-year career in Information Technology Security. Demonstrated expertise in formulating and executing cutting-edge strategies, utilizing emerging security technologies to optimize organizational IT investments. A proven leader adept at identifying improvement opportunities and instilling a continuous learning mindset within teams. Known for steering teams through intricate situations and influencing positive outcomes. Seeking to bring extensive experience, visionary leadership, and a commitment to excellence to a dynamic organization.

Work Experience

2021 – 2023

Microsoft Philippines Inc.

Cloud Solution Architect – Identity & Security

As a Cloud Solution Architect specializing in Identity and Security, I played a pivotal role in shaping the technological landscape for both our customers and internal teams at Microsoft Philippines Inc. My responsibilities extended beyond the technical realm, encompassing strategic analysis of industry trends and the extraction of valuable insights from customer and partner interactions.

Key Contributions

- **Strategic Alignment:** Aligned architecture and digital solutions with the ever-evolving business goals of our diverse clientele. Proactively gathered insights from customers and partners to ensure our offerings resonated with their unique needs and challenges.
- **Influence and Advocacy:** Served as the voice of the customer, actively influencing internal teams by presenting compelling business cases. Contributed to the development of innovative products and solutions, showcasing success stories to enhance team awareness.
- **Complex Problem Resolution:** Led the team in addressing complex situations for strategic customers and partners. Collaborated with internal stakeholders to manage both business and technical risks effectively.
- **Quality Assurance:** Maintained a steadfast focus on excellence, adhering to quality assurance standards. Ensured accurate execution of opportunities and milestones while optimizing pipeline hygiene through the use of standard tools.
- **Customer Relationship Management:** Managed complex customer and partner relationships, anticipating and resolving technical blockers through regular reviews. Accelerated consumption and solution implementations through a proactive and customer-centric approach.
- **Technological Insight:** Leveraged extensive knowledge of Microsoft's products and services, coupled with insights into competitor offerings. Led customer and partner conversations, proposing scalable solutions and collaborating with cross-functional teams to prioritize initiatives that drove growth and value outcomes.
- **Innovation and Optimization:** Identified gaps and patterns across business and technology areas. Drove changes and improvements to existing intellectual property, technologies, and processes, enabling scalable solutions across a diverse customer and partner base.

This role not only demanded in-depth technical proficiency but also emphasized strategic thinking, customer-centricity, and a commitment to continuous improvement, all of which are attributes I consistently brought to the forefront of my responsibilities.

WAYNE ANDES

CERTIFICATIONS

Microsoft

Azure Security Engineer Associate | 2023
Identity and Access Administrator Associate | 2023
Azure Administrator Associate | 2023
Microsoft Certified Professional | 2011

ITIL Foundation

Certificate in IT Service Management (ITILFv3) | 2016

Philippine Centre for Psychological Assessment, Inc.

Problem Solving and Decision Analysis | 2004
Basic Trainers Training | 2004

Joseph Server & Associates, Inc.

Problem Solving Through QC Tools | 2004

EDUCATION

Systems Technology Institute

Computer Programming | 1996

Work Experience (continuation)

2011 – 2021

Microsoft Philippines Inc.

Premier Field Engineer – Identity & Security

As a Premier Field Engineer specializing in Identity and Security at Microsoft Philippines Inc., my role was to provide invaluable technical leadership and support services to our premier customers across the Asia-Pacific region. This position involved highly scoped, long-term engagements, requiring a comprehensive set of skills, from conducting workshops and health checks to delivering risk assessments and supportability reviews. Additionally, I played a crucial role in addressing critical situations through short-term, on-site engagements, showcasing my exceptional troubleshooting skills and the ability to guide customers through challenging circumstances.

Key Contributions

- **Strategic Engagements:** Conducted highly scoped engagements, including workshops, health checks, and supportability reviews, contributing to the long-term health and optimization of premier customers' IT environments.
- **Critical Situation Management:** Responded to critical situations at customer sites across the Asia-Pacific region, providing expert troubleshooting and support during challenging times. Maintained composure and delivered excellent results when customers needed it most.
- **Technical Leadership:** Provided technical leadership skills building for premier customers, promoting health in their IT environments through a combination of on-site, remote, and dedicated support services. Collaborated with customers to ensure their IT environments were optimized and healthy.
- **Deep Technical Expertise:** Maintained a highly skilled profile in Information Security, demonstrating deep technical expertise in various security-related technologies. Stayed at the forefront of industry developments to provide cutting-edge solutions to our premier customers.
- **Relationship Building:** Built and fostered effective working relationships with Microsoft Product Groups, Partners, and Sales. As a key member of the Support Services, I played a pivotal role in ensuring our premier customers in the Asia-Pacific region received unparalleled technical leadership and support.
- **Proactive and Consultative Approach:** Operated in a proactive and consultative manner, providing guidance on best practices, risk assessments, migrations, and on-site and remote support. Aimed to prevent future issues and enhance the overall health of premier customers' IT environments.

2007 – 2011

Bayan Telecommunications Inc.

Senior Systems Engineer

2004 – 2007

Bayview Technologies Inc.

Systems Engineer

1998 – 2004

Sky Freight Philippines Inc.

MIS Manager

1996 – 1998

MIKO Computer Corporation

Technical Supervisor