Jason Ballejo

 LinkedIn | (954)204-7563 | jasonballejo.com | ballejo19@gmail.com | GitHub

Skills

- PowerShell | Exchange Online | OneDrive | SharePoint | Technical Support | Customer Support | Azure | AD Connect | Migrations
- HTML | CSS | JavaScript | TypeScript | React | Next.js | Tailwind | Sass | Git | Github | REST API | MongoDB | Prisma | PostgresSQL
- Railway | Sanity
- English, Portuguese, Spanish

Experience

Support Escalation Engineer **Experis -** Remote, USA **12/2023 - Current**

- Supporting SharePoint and OneDrive Unified (over 250+ users) customers.
- Work out of a ticketing system taking both critical and non-critical cases.
- Technical depth to communicate with development and other internal organizations at a peer level.
- Strong communication, problem solving, and technical writing skills; excellent customer service and support skills.
- Microsoft SharePoint and Active Directory skills.

Software Developer **The Casely Group -** Remote, USA **05/2023 - 11/2023**

- We developed web platforms for clients using **Vercel**, **Next.js** **13** to optimize a professional web platform driving over $500k on a yearly basis. This included the **React** & **TypeScript** integration into **Next.js**.
- Collaborated with our design team using **Figma** for precise styling where I then used **Tailwind CSS** & **CSS** to get the proper styles for each component.
- Created push/pull requests with **Github** using **Git** commands to collaborate with other teammates on the same projects resolving issues.
- Designed and implemented reusable **React** components, significantly improving page load times for client websites.
- Integrated third party api's from Google Maps and **Google Analytics**, to build strong UI **React** components reading JSON data.
- Set up real-time content management systems (CMS), primarily utilizing **Sanity**, to provide clients with efficient backend content management for their projects.
- Developed and optimized professional web platforms using **Vercel** and **Next.js**, resulting in a yearly revenue exceeding $500k.
- Leveraged **Git** and **GitHub** to manage version control, facilitating seamless collaboration with team members through pull and push requests.

Concierge/Unified Support Engineer **Zones -** Remote, USA **04/2020 - 05/2023**

- Managed cases using the ticketing system "Rave" to efficiently organize and prioritize customer support cases.
- Delivered exceptional customer service support for various Microsoft apps, including Outlook, OneDrive, SharePoint, and Office Administrator, etc.
- Provided comprehensive support to Global Administrators (GA) and partner organizations, addressing their technical inquiries and issues promptly and effectively.
- Provided Microsoft Suites and Azure support, assisting clients in resolving technical challenges and optimizing their usage of Microsoft products and cloud services.

Concierge Support Engineer **Experis -** Remote, FL **11/2017 - 05/2020**

- Collaborated closely with Office 365 Global Administrators, offering technical support and solutions.
- Assisted in the deployment of Office Pro Plus, ensuring smooth installation and configuration for clients.
- Demonstrated expertise in Microsoft Active Directory within a domain environment, contributing to efficient user management and authentication.
- Supported Microsoft Exchange Server, resolving technical issues and optimizing email communication for clients.
- Successfully resolved billing issues, enhancing customer satisfaction and maintaining financial accuracy.

- Provided valuable assistance in Hybrid, DirSync, ADFS, and ADFS Proxy Environments, ensuring seamless integration and authentication processes.
- Proficiently managed Windows Servers and Exchange Environments, optimizing their performance and reliability.
- Utilized PowerShell Cmdlets to automate tasks and streamline administrative processes, improving overall efficiency.

Premier/Concierge Support Engineer   **Teleperformance -** Boca Raton, FL   **09/2012 - 05/2019**

- Provided dedicated support for Brazilian Enterprise Concierge Customers with 0-250+ licenses, as well as Portugal Premier customers, ensuring their satisfaction and success.
- Collaborated with Office 365 Global Administrators and Partners to facilitate the deployment and support of Hybrid, DirSync, ADFS, and ADFS Proxy Environments, enhancing the clients' IT infrastructure.
- Served as the primary point of contact for Partners Support, including Cloud Solutions Providers, offering expert guidance and technical assistance.
- Demonstrated proficiency in Microsoft Active Directory within a domain environment, optimizing user management and authentication.
- Supported Microsoft Exchange Server and various versions of Outlook applications, resolving technical issues and ensuring seamless email communication.
- Played a critical role in troubleshooting and resolving emergency issues such as service interruptions, minimizing business impact for clients.
- Identified customer needs and recommended best practices and products to boost productivity and efficiency.
- Conducted customer and user education sessions to empower clients to make the most of their Microsoft products and services.
- Provided general desktop support and exhibited extensive knowledge of Microsoft products, including Exchange Server.
- Led migration efforts from Exchange Servers 2003/2007/2010 and 2013, covering various methods such as PST, IMAP, Cutover, Stage, and Hybrid, ensuring a smooth transition.
- Leveraged PowerShell for automation and administrative tasks to streamline processes and improve operational efficiency.
- Possessed comprehensive knowledge of Office 365, Exchange Online EAC, Active Directory, AD Connect, and Hybrid environments.

9+ years in Support Engineer w/ Microsoft vendors — 09/2015 - 01/2024

Education

Software Engineer   **Flatiron -** Remote, USA   **07/2022 - 01/2023**

- Completed an intensive Full Stack web development program, accumulating 800-1000 hours of coursework.
- Gained proficiency in essential programming skills and techniques, with a strong emphasis on **JavaScript** and **React**.
- Developed the ability to learn new programming languages and technologies effectively.
- Acquired hands-on experience in building dynamic and interactive web applications.
- Strengthened problem-solving and critical thinking skills through complex coding challenges and projects.
- Demonstrated a commitment to continuous learning and keeping up-to-date with industry trends and best practices.