

John Nerzon Polintan

+63 916 527 1923 | erzon22@gmail.com | [linkedin.com/in/erzon22](https://www.linkedin.com/in/erzon22) | Philippines (Open to Remote)

PROFESSIONAL SUMMARY

Results-driven IT, Gaming Operations & Operations Management professional with 12+ years of experience spanning enterprise IT support and iGaming game release operations. Currently serving as Games & Config Specialist at REEVO (Malta, Remote), managing full game lifecycle from provider intake to live deployment for global clients. Combines deep technical expertise in Windows, Active Directory, and Office 365 with a modern skillset in AI-assisted workflow automation, Jira, and Airtable. Known for precision, cross-functional collaboration, and ensuring flawless client-facing game launches.

TECHNICAL SKILLS

Gaming & Ops: Game Release Management · Game Configuration · Provider Integration · Airtable · Jira Service Desk · Content QA

IT Systems: Windows OS & macOS · Active Directory & Group Policy · Office 365 & Exchange · ServiceNow · Remote Desktop Support

Support & Tools: Tier 1 & 2 Helpdesk · Hardware & Software Troubleshooting · Network Diagnostics · User Access Management · Technical Documentation

Creative & Design: Adobe Photoshop · Adobe Lightroom · Graphic Design · Newsletter Design · Visual Content Production

Productivity & AI: AI-assisted Workflow Automation · Process Streamlining · Ticketing Systems · SLA Management

PROFESSIONAL EXPERIENCE

Games & Config Specialist

Oct 2022 – Present · 3 yrs 8 mos

REEVO · Malta · Remote

- ▶ Own end-to-end game release pipeline — onboarding new titles from providers, coordinating with the Integrations Team, and deploying games live for clients with zero defects.
- ▶ Serve as real-time support lead for active game issues, resolving live incidents swiftly to maintain uninterrupted client operations.
- ▶ Manage all inbound client requests and queries through tickets, email, and chat, ensuring clear communication and fast resolution.
- ▶ Maintain and audit all game metadata and content across the company website and internal systems, guaranteeing accuracy and up-to-date information.
- ▶ Champion AI tool adoption within the team — automating repetitive tasks and streamlining daily workflows, measurably improving team efficiency.
- ▶ Design and produce internal newsletters and visual content using Adobe Photoshop, applying graphic design skills to maintain a consistent and professional brand presence for the team.

Tools: Jira Service Desk · Airtable · Adobe Photoshop · AI Automation Tools

Quality Control Manager

Oct 2024 – May 2025 · 8 mos

Profile Management · Remote

- ▶ Managed data extraction and work efficiency analysis by cross-referencing Employee Sales Reports with OnTheClock, producing weekly Work-Efficiency Reports with calculated sales-per-hour metrics.
- ▶ Oversaw payroll integrity for a remote team — validated commission structures, resolved salary disputes, and managed cut-off dates and bonus processing for chatters and staff.
- ▶ Monitored and secured core operational tools (Discord, Infloww, OnTheClock), preventing unauthorized bot access and ensuring platform uptime for daily operations.

- ▶ Conducted time-tracking audits, verifying employee records for accuracy and reviewing all Team Leader edits to maintain compliance.
- ▶ Built and maintained Google Sheets automation templates for cross-referencing data between Infloww and OnTheClock, significantly reducing manual workload.
- ▶ Handled transcription of audio files into structured documentation for model talking points and internal records.
- ▶ Served as a bridge between PH management and employees — participated in management-level decisions, escalated disputes, and supported new policy rollouts and workflow optimizations.
- ▶ Tracked performance, attendance, and efficiency trends to deliver data-driven recommendations; led change management initiatives for process, policy, and tooling improvements.
- ▶ Researched and implemented AI-driven tools to enhance team efficiency and streamline operational workflows.

Tools: Google Sheets · Infloww · OnTheClock · Discord · AI Automation Tools

Senior IT Helpdesk Analyst

Apr 2020 – Sep 2022 · 2 yrs 6 mos

Transworld Systems Inc. (TSI) · Philippines

- ▶ Functioned as the de facto IT Team Lead within a small 4-person startup IT department — with a remote manager largely uninvolved in day-to-day operations, independently made critical calls on process, change management, and team direction.
- ▶ Spearheaded the creation of the department's Knowledge Base from near-scratch, authoring the majority of internal IT documentation, SOPs, and support articles that became the team's operational foundation.
- ▶ Managed full employee onboarding and offboarding IT workflows — account provisioning, hardware setup, access management, and system deactivation — establishing repeatable processes where none previously existed.
- ▶ Identified limitations in the legacy TrackIT ticketing system and formally proposed the migration to ServiceNow, successfully driving its adoption and modernizing the department's incident management capabilities.
- ▶ Was formally identified as a candidate for IT Team Lead promotion — declined in favor of maintaining a remote work arrangement, demonstrating self-awareness and clarity on personal work priorities.
- ▶ Collaborated with senior stakeholders to resolve complex infrastructure incidents and continuously improved support best practices across the team.

IT Helpdesk Analyst

Sep 2020 – May 2021 · 9 mos

Optum Global Solutions International B.V. · Philippines

- ▶ Delivered Tier 2 IT support for UnitedHealth Group (UHG) — one of the largest healthcare enterprises in the US — providing escalated technical assistance across a complex ecosystem of acquired health providers, each with distinct systems and infrastructure.
- ▶ Remotely accessed and troubleshooted a wide variety of healthcare-specific platforms and proprietary systems across multiple UHG subsidiaries, navigating a large and continuously evolving Knowledge Base to identify and apply correct resolutions.
- ▶ Authored Knowledge Base articles for newly discovered fixes identified through blind troubleshooting — resolving issues with no existing documentation and formalizing solutions for team-wide use, reducing future escalation rates.
- ▶ Performed root cause analysis on complex, multi-system incidents; escalated findings and resolutions back into the knowledge management system to continuously improve support quality.
- ▶ Removed malware, ransomware, and endpoint threats; deployed software updates and server patches to maintain security compliance across healthcare environments.
- ▶ Managed incident workflows through ServiceNow, maintaining full SLA compliance across all assigned Tier 2 tickets.

IT Helpdesk Technician

Aug 2019 – Aug 2020 · 1 yr 1 mo

Atos Information Technology Inc. · Philippines

- ▶ Served as primary IT support contact for the Disney account, delivering enterprise-grade Tier 1 helpdesk services to one of the world's most recognized brands.

- ▶ Resolved hardware, software, and connectivity issues across Windows and macOS environments, leveraging certified macOS expertise to support a mixed-platform user base.
- ▶ Utilized ServiceNow and remote support tools (remote desktop, screen sharing) to diagnose and resolve end-user issues efficiently without requiring on-site intervention.
- ▶ Performed structured remote troubleshooting using diagnostic techniques, ensuring fast resolution and minimal downtime for enterprise users.
- ▶ Maintained accurate ticketing records and technical documentation for all support interactions, contributing to a growing internal knowledge base.

Certifications: macOS Expert · Helpdesk Technician Certification | Tools: ServiceNow · Remote Desktop · Remote Support Tools

TSR / CSR / Trainer

Mar 2014 – Nov 2018 · 4 yrs 9 mos

iQor Philippines · Philippines

- ▶ Handled inbound and outbound calls for AT&T and T-Mobile accounts, managing sales, troubleshooting, and account inquiries under strict queue and metrics-driven environments (AHT, CSAT, and conversion targets).
- ▶ Consistently met and exceeded KPI targets across multiple high-volume US telecommunications accounts, demonstrating resilience under pressure in fast-paced call center operations.
- ▶ Drove in-call sales for AT&T and T-Mobile, identifying upsell and cross-sell opportunities while maintaining high customer satisfaction scores.
- ▶ Served as certified trainer for the Walmart Online account — onboarded new agents on product knowledge, call handling procedures, and communication standards.
- ▶ Developed and delivered training materials that improved agent ramp-up time and drove consistent team performance across key metrics.

IT Staff / Bookkeeper

Mar 2009 – Feb 2014 · 5 yrs

City Government of Dasmariñas · Philippines

- ▶ Served in a hybrid IT and accounting role — providing full IT support for government office users while simultaneously managing bookkeeping responsibilities in close collaboration with the Accounting, Treasury, and Budget departments.
- ▶ Cross-referenced government income and expense records using Microsoft Excel, handling large, complex multi-tab workbooks to ensure accuracy of financial data across departments.
- ▶ Certified in eSRE (Electronic Statement of Receipts and Expenditures) in relation to NGAS (New Government Accounting System) — the national standardized accounting framework for Philippine government entities.
- ▶ Represented the City Government of Dasmariñas at inter-city Treasury and Assessor meetings, liaising with counterparts from other local government units on financial and operational matters.
- ▶ Attended multiple government seminars as the city representative, staying current with regulatory updates, accounting standards, and government IT systems.
- ▶ Maintained computer systems, peripherals, and local network connectivity across departments, ensuring uninterrupted operations for administrative and financial staff.

CERTIFICATIONS

macOS Expert Certification · Atos Information Technology Inc.

Helpdesk Technician Certification · Atos Information Technology Inc.

eSRE Certification (Electronic Statement of Receipts & Expenditures) · NGAS — City Government of Dasmariñas

EDUCATION

BS Computer Science (units completed)

2005 – 2008

De La Salle University – Dasmariñas

References and certifications available upon request.