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Profile Summary

Highly motivated robotics support specialist with strong expertise in Linux-based diagnostics, remote troubleshooting, and global fleet support operations. Proven top-performing Robo Care Specialist known for resolving complex technical incidents, maintaining high-quality documentation, and delivering excellent customer support.

Recognized for proactive knowledge sharing, fast ticket resolution, and strong collaboration with engineering teams. Regularly contributes operational insights and technical updates that help improve troubleshooting capabilities across the RoboCare team.

Key Achievements

- Consistently recognized as a **top-performing Robo Care Specialist** for fast ticket resolution and high-quality troubleshooting documentation.
- Commended by leadership for **proactively sharing operational updates and technical insights** that help keep the team informed and improve troubleshooting effectiveness.
- Actively collaborate with **Solutions Architects and L2 engineers** to expand technical knowledge and share advanced troubleshooting techniques with fellow L1 specialists.

Core Skills

Robotics & Technical Support

- Advanced Robot Diagnostics (Linux / ROS Environment)
- Linux Diagnostics & Troubleshooting
- Remote Troubleshooting & Incident Response
- Fleet Monitoring & Operational Support
- Embedded Systems & IoT

Support Operations & Incident Management

- L1 Case Resolution & Escalation Handling
- Root Cause Identification
- Ticket Management & Case Tracking
- Customer Service & Escalation Handling

Tools & Platforms

- Ticketing Systems: ServiceNow, Monday.com, Make.com, Salesforce
- Communication Platforms: Slack, Microsoft Teams
- Microsoft Office Suite
- Google Suite

Analysis & Documentation

- Knowledge Base Documentation
- Technical Documentation & Troubleshooting Guides
- Report Generation & Data Analysis
- Incident Reporting & Case Documentation

Collaboration & Communication

- Cross-Team Collaboration (L1 / L2 / Engineering)
- Strong Written & Verbal Communication
- Attention to Detail & Process Adherence

Professional Experience

RELAY ROBOTICS

Robo Care Specialist

2024 – Present

Provide L1 operational support for a **global fleet of autonomous service robots**, diagnosing technical issues and coordinating solutions to ensure minimal operational disruption.

Key Contributions

- Perform **advanced remote troubleshooting** using Linux diagnostics, system logs, and robot monitoring tools to identify and resolve operational issues.
- Guide on-site consultants and staff through **step-by-step troubleshooting procedures** during robot diagnostics and service incidents.
- Investigate incidents including **connectivity disruptions, navigation issues, sensor alerts, elevator interaction issues, and task cancellations**.
- Collaborate closely with **L2 engineers and Solutions Architects** during complex technical investigations and escalated cases.
- Take initiative to learn advanced troubleshooting techniques from Solutions Architects and **share technical insights with the L1 team** to strengthen troubleshooting capabilities.
- Publish **weekly operational updates** highlighting new technical findings, recurring issues, and troubleshooting insights to keep the team informed.
- Maintain detailed **incident documentation and knowledge base articles** to standardize solutions and improve troubleshooting efficiency.
- Assist fellow **L1 specialists during complex troubleshooting scenarios**, helping resolve issues efficiently and reducing unnecessary escalations to L2 support.

🏆 Consistently recognized as a **top-performing L1 specialist** for fast ticket resolution and detailed case documentation.

DXC TECHNOLOGY

Technical Solutions Representative III – Microsoft Global Helpdesk

2023 – 2024

Delivered enterprise technical support for Microsoft customers, resolving Microsoft 365, account, and endpoint issues.

Key Contributions

- Provided L1 technical support for **Microsoft 365 services, authentication issues, and endpoint concerns**.
- Managed high-volume support cases while maintaining strong customer satisfaction and clear communication.
- Logged and documented cases using **ServiceNow**, ensuring accurate case tracking and follow-ups.
- Identified recurring issues and collaborated with senior teams during escalations to improve service reliability.



Received the **highest number of customer commendations across three consecutive quarters**.



Recognized as a **top-performing L1 technician**.

IGNITE CAREERS PH

Front-End Web Developer Intern

2021

- Assisted in developing responsive web interfaces using **HTML, CSS, and JavaScript**.
- Collaborated with project stakeholders to deliver front-end solutions aligned with project goals and deadlines.

Education

Bachelor of Science in Computer Engineering

University of the East – Manila

2018 – 2023

Certifications and Seminars

- Huawei Certified ICT Associate – IoT
- ITIL
- Microsoft 365 Fundamentals – YESIEDUCATION
- Network Security
- Journey to the Cloud and TDD
- Basic React.js
- Web Development with WordPress
- Arduino Virtual Workshop
- Best Design Project – IoT Smart Garden