**ALJON**

**ALJON.151938@2freemail.com**

**Oud Metha Road, Karama, Dubai, UAE**

**Driving License: (UAE – Manual –Light Vehicle)**

**Personal Objective**

To work with the group where I can share my knowledge and utilize my experience in IT and to achieve my goal of being a useful member of a company.

**Professional Experience**

**IT Executive /Administrator**

Fichte & Co

Dubai UAE

March 2017 - Present

**Duties and Responsibilities**

* Oversee new system facilitation, current system enhancements
* Testing and evaluating new technology
* Handle daily technical support activities
* Direct the development, implementation and administration of all IT
* Provides 1st and 2nd line support – Resolves IT related issues to the user Remotely, Site Visit & Telephone support including procedural documentation and relevant reports
* Supporting the investigation of incidents, documenting technical issues, solutions and support information.
* Maintain up to date IT manuals and IT diagram
* Support on file backup & network monitoring
* Network Access equipment support – Wireless Access points
* Manage, maintain and update Antivirus server and windows
* Administer office 365.
* Manage internal/external application upgrades
* Negotiate contracts with manufacturers for all software, hardware and consulting services.
* Ensuring a proper stock and supply of data processing consumables
* Responsible for installation and configuration of computer hardware, operating systems, applications, telecoms and audiovisual equipment and ensures it is in good working order.
* Assist and give support in any Microsoft and Macintosh product
* Troubleshooting system and network problems and diagnosing and solving hardware or software faults and replacing parts as required
* Setting up new users' accounts and profiles and dealing with password issues
* Developed organizational units in Active Directory (AD) and managed user security with group policies
* Managed Group Policy Objects (GPOs) throughout the Active Directory (AD)
* Support IOS and Android devices setup and configuration
* Creating and editing audio and videos for marketing and website usage
* Responsible for audio & Video Setup for conference calls/meetings and webinars

**IT Administrator / Desktop Support Engineer**

HCL Infosystems MEA

Dubai UAE

October 2015 – March 2017

**Duties and Responsibilities**

* Develop sound understanding of IT operations and related applications and IT systems as well as business related processes and procedures
* User account administration, i.e., account creation and management and password resets on Active Directory
* Provides 1st and 2nd line support – Resolves IT related issues to the user Remotely, Site Visit & Telephone support.
* Managing ticket request and incident through HPSM
* Resolve incidents and upgrade different types of software and hardware
* Take ownership and responsibility of queries, issues and problems assigned to the Desktop Support Administrator
* Performs general preventative maintenance tasks on computers, laptops, printers and any other authorized peripheral equipment
* Responsible for monitoring, operating, managing, troubleshooting and restoring to service any terminal service client, personal computers (PC) or notebooks that has authorized access to the network
* Tracking of I.T. records and documents such as inventory and documents under area of responsibility
* Maintenance of networking systems, Hardware, Printers, Phone System.
* Performs technology needs analysis
* Assist staff with the installation, configuration and ongoing usability of desktop computers, peripheral equipment and software
* Installing and configuring computer hardware, operating systems and application
* Server Administration

**IT Administrator**

Score LLC – Testing Center

Sharjah UAE

October 2012 – October 2015

 **Duties and Responsibilities**

* Manage service requests, software installations, new computer setups, upgrades, etc.
* Support the following technologies: Microsoft Office 2007 products – Outlook, Word, Excel, Access, Internet Explorer, Windows XP, Windows 7, desktops, laptops, printers, networked copiers, NIC’s, basic LAN/WAN connectivity and others as assigned.
* Monitor daily backups.
* Keeping inventory of hardware and other IT Materials.
* Maintenance of networking systems, Hardware, Printers, Phone System, and CCTV
* Performs technology needs analysis
* Update and Edit Websites
* Assist staff with the installation, configuration and ongoing usability of desktop computers, peripheral equipment and software
* Installing and configuring computer hardware, operating systems and applications
* Ensures all the Anti-Virus is up to date and all the software installed are licensed

**On Job Training – IT Department**

Permasteelisa Philippines Inc

(Formerly Blue Tech Philippines Inc)

Ortigas Pasig City, Philippines

Feb 2012 - May 2012

**Duties & Responsibilities:**

* Assemble and set up computers
* Off-site Service requests
* Reformat computers and install fresh copy of OS
* Install Application
* Replacing of computer hardware
* Software/hardware/network troubleshooting
* Assists with technology planning through ongoing research.
* Assist staff with the installation, configuration and ongoing usability of desktop computers, peripheral equipment and software
* Install Application which Employees are using.
* Inventory of all Computers and other Items
* Remotely assist employee

**Training & Certificates**

* **Computer Hardware servicing (ncII)**
* **PC troubleshooting**

Informatics Computer Institute of Legazpi

Legazpi City , Philippines

30 Aug 2009 – 27 Sept 2009

* **CISCO CERTIFIED NETWORK ASSOCIATE BOOTCAMP**

Tipidpc.com Inc.

17 June 2012 - 15 July 2012

* **TEST CENTER ADMINISTRATOR**

Pearson VUE

Score Testing Center LLC

November 2012 – 2015

**IT Skills & Knowledge**

* Knowledge in ITIL Process
* Ability to negotiate hardware/software service and technical support contracts with vendors
* Advance knowledge in configuring Desktop & Laptop (as per the requirements)
* Advance knowledge in configuring and administering Windows server 2012
* Active Directory
* Demonstrated knowledge of Windows desktop products
* Windows 7
* Windows 8
* Windows 10
* Basic Photography and Videography
* Audiovisual Interface, mixer, microphones, speaker, kiosk and other video Setup
* Macintosh

**Educational Attainment**

**Bachelor Degree** **Bachelor of Science in Information Technology**

 Informatics College Alabang Campus

 Muntinlupa City, Philippines

 2010-2012

**Diploma** **Advance Diploma in Information Technology**

 (ADIT)

 Informatics Computer Institute

 Legazpi, Albay

 2008-2010

**Personal Details**

Nationality Filipino

Date of Birth November 8, 1990

Place of Birth Legazpi City

Civil Status Married

Visa Status Residence Visa (employment)