**Marco**

**Marco.155728@2freemail.com**

IT Professional

**STRENGTHS**

 Expertise in Networking & IT Support

 Installation - Configuration - Troubleshooting Skills

 Diversified Industry Experience

 Team Spirit & Leadership

Capabilities

Dynamic young professional with 10+ years rich experience in networking, technical support and data entry operations. Demonstrated strong competencies in installation, configuration, troubleshooting and maintenance of hardware, software and network while ensuring adherence to set policies and standards.

Can effectively set priorities, multitask, deal with unexpected change and work in challenging and pressure-driven IT environment. Strategic thinker who adopts practical work approach to provide

competent solution towards achieving best functionality with excellent analytical, problem solving,

attention to details, time management, coordination, communication and interpersonal skills.

**WORK EXPERIENCES**

**2015 – Present IT SUPPORT ENGINEER** Orient IT Services, Dubai, UAE

**Feb 2013 – March 2015 IT SUPPORT ENGINEER** Lattice Information Technology Services, Dubai, UAE

**FREELANCE PC SPECIALIST/ SUPPORT TECHNICIAN**, Paranaque, Philippines

**June 2010 – October 2012 IT SPECIALIST,** Mercalite Electro Industries, Paranaque, Philippines

**April 2011 – Sept 2011 WEB/ IT ADMINISTRATOR (PART TIME),** GroupOneUsa/MN8 Corporation, Makati, Philippines

**April 2007 – Jan 2010 PRODUCTION MANAGER,** Sprintee Marketing, Paranaque, Philippines

**July 2006 – March 2007 MERCHANT STAFF,** Silverwings, Makati, Philippines

**Feb 2006 – July 2006 DATA ENCODER,** I-SERVE Corporation, Makati, Philippines

Windows Server 2000/2003/2008/2012, Mircorsoft SCCM and ISA, MS server 2005/2008, Linux Ubuntu, Red Hat Linux, CentOS,

Windows 98/XP/Vista/7 Microsoft Office, MS Project, Microsoft 360, Visual Basic . Net, C, C++, C#, Java Netbeans, ASP, UML Design, SQL Adobe Photoshop, Flash, Illustrator, InDesign, Dream Weaver, PHP, HTML, CSS, Java Script, SQL, Joomla, Wordpress , CMS

Captive portal /Hotspot, CCTV MileStone, Juniper Firewall, Cisco Technologies, Storage Area Networks and Network Attached Storage, DLO, ArcBackup, Varonis FileManagement, Landesk Management, Marimba, VMWare, Cirtix, Mc Afee Secuirty EPO, Symantec Endpoint

**IT Networking**

- Install, configure and upgrade working systems and software; change specific application

for use in departments. Install, assemble and configure computers, new software telesales, system upgrades, evaluate and install patches.

- Recommend changes to improve systems and network configurations, decide hardware or software needs related to such changes.

- Check network and peripherals; printers, scanners and related hardware.

- Perform data back-up and recovery; conduct security checking to find out any intrusions.

- Diagnose hardware and software problems, and replace deficient parts.

- Uphold and manage computer networks and related computing environments, including computer hardware, systems software, applications software and all configurations.

- Make hardware and software acquisition recommendations including helping users assess needs and provide justification for equipment and services.

- Engineering system administration related solutions for various operational needs.

Installation, configuration, troubleshooting of business critical systems.

**Technical Support**

- Provide technical support to computer users and ensure smooth functioning of applications.

- Answer questions or resolve computer issues for clients in person, by telephone or e-mail.

- Offer support on the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

- Set up equipment for use, performing and ensuring proper installation of cables, operating

 Well trained & experienced IT Professional

 Client Relationship

Management Skills

 Adherence to IT policies &

standards

 Strong Commitment to Service Excellence Consistently demonstrated resourcefulness and initiative in support of top management with flexibility in working well in cross-functional teams.

 Displayed abilities in handling problems as opportunities and dealing with difficult challenges.

 Dealt tactfully with multinational

people and demonstrated excellent leadership skills.

 Well-developed expertise in building long-term and profitable relationships with clients.

**UAE COMPANIES WORKED WITH**

Shire / Baxalta

 Baxter AG

 Watertek

 Baxalta

 Abu Dhabi Capital Group

 Cayan Real Estate

 One and Only Mirage

Hotel

 Somewhere Hotel

 Dubai Aerospace

 Aqualis Offshore

 Guerlain Paris

 Hawk Logistics

 Electro Mechanical

 Stratum Real Estate

 Urban Events

**JOB ROLE**

systems, or software.

- Keep all the systems up to date with patches and security fixes and helping out end-users to perform job.

- Install and perform repairs to hardware, software or equipment, follow design or installation

needs.

**Data Entry Operations**

- Provide limited support for software install/configuration and maintenance and respond

where necessary to field office inquires and data entry requests.

- Provide support for routine data and system uploads, downloads, and data backup routines.

- Provide support for all the data entry and operator requirements for all systems including the data entry of central, zilla, upzilla data as well as for DMIC.

- Installation and support to software and hardware at central and field office.

- Routine data transfer, backup and other IT requirements of field and central offices.

- Work closely with other project technical staff to establish ongoing capacity and methods for the continued maintenance and support of all systems.

- Freelance PC Specialist/ Support Technician

- Responsible in providing functional/technical support, troubleshooting and diagnosing hardware/software issues which includes desktop, laptop, WAN/LAN and remote systems.

- Rendering support in software update and installation as well as setting up and troubleshooting of computer/network equipment.

Handling installation, configuration, and maintenance and troubleshooting of applications.

- Generating back-up software for distribution and maintained all computer equipment.

- Facilitating order and distribution of consumable peripheral supplies and monitored computer repairs/maintenance.

- Checking and repairing computer on virus infections and files uploading. Troubleshooting and upgrading hardware/software.

Resolving windows associated concerns including internet explorer and PC software matters.

- Performing wiring and maintaining internal computers, LAN installation, router and switches configuration.

- Executing PC equipment and printers diagnostic testing to ensure smooth running.

- Teaching Basic and Advanced MS Applications in word, excel, access and web cms.

- Handling web designing and video presentation in personal or business company.

**IT SUPPORT ENGINEER** *Orient IT Services*

Main stay outsource IT support in Baxter AG and Baxalta.

Maintain, monitor, analyze customer’s service components and report to the management on possible recommendations on servers,

network components, computers, peripherals etc.

Plan and perform appropriate procedures and documentation related to customers IT infrastructure, customers with solutions with anti-virus.

Onsite/offsite back up. Data Security. Network Security etc.…

Assisted staff or clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues. Investigated, diagnosed and solved computer software and hardware faults.

Install new software telesales, system upgrades, evaluate and install patches.

**IT SUPPORT ENGINEER** *Lattice Information Technology Services*

Maintain, monitor, analyze customer’s service components and report to the management on possible recommendations on servers, network components, computers, peripherals etc.

Plan and perform appropriate procedures and documentation related to customers IT infrastructure, customers with solutions with anti-virus. Onsite/offsite back up. Data Security. Network Security etc.…

Assisted staff or clients through a series of actions, either face to face or over the

telephone to help set up systems or resolve issues.

Investigated, diagnosed and solved computer software and hardware faults. Install new software telesales, system upgrades, evaluate and install patches.

**IT Specialist,** *Mercalite Electro Industries*

Administered configuration, planning and design of network structured cabling, implementation including maintenance of wired/wireless network.

Familiar with and monitored installation of CCTV analog; Knowledgeable in configuration of Biometric and Panasonic PABX analog as well as with various of

residential/commercial security equipment like burglar alarm, motion detector, door

access locked and fire alarm. Handled files recovery, backup and restoration for CCTV

and server.

Facilitated configuration, supervision and maintenance of IP camera like Axis utilizing

Milestone software.

Carried out product presentation and demonstration to clients as well as responded to queries.

**SEMINARS ATTENDED**

 Diskless Network Setup & Configuration, IT Events, Oct 2012

 CMS (Joomla, Drupal & Wordpress), IT Events, Sept 2012

 Redhat Enterprise Basic

Administration, IT Events, Aug 2012

 Redhat Enterprise Intermediate

Administration, IT Events, Aug 2012

 Ethical Hacking, IT Events, Aug 2012

 Windows 2008 Server Administration, IT Events, Aug 2012

 In-Depth PC Troubleshooting, IT Events, Jul 2012

 Basic Laptop Repair, IT Events, Jul

2012

 DIY Hotspot Infrastructure & IPCAM Security, IT Events, Jul 2012

 IP Camera, NERA Technologies,

2012

 Ethical Hacking, Tipidpc.com, Sept

2010

 Administering Server Linux using

Ubuntu, Tipidpc.com, Oct 2008

**Web/ IT Administrator (Part Time),** *GroupOneUsa/MN8 Corporation*

Devised, designed, developed and administered website including designing of company's structured network. Supervised and administered all computers, servers and printers.

Handled retrieval of back up files, System Recovery Files Restoration and removed Malwares; organized files and database of photo gallery.

Provided assistance to staff and formulated documentation in the systems implemented programs.

**PRODUCTION MANAGER,** *Sprintee Marketing*

Facilitated supply of promotional items like mugs, umbrella, pen, calendar and others; supervised production up to delivery of items. Responded to clients/ customer queries.

**MERCHANT STAFF**, *Silverwings*

Provided support to supervisor in HSBC check delivery preparation including balancing, encoding and delivery of HSBC checks for Metro

Manila and provinces.

Dealt with processing of checks and credit advice for delivery, delivered checks to clients and provided report to clients' main office. Encoded delivery receipts, tax certifications and trip tickets.

Replied through phone or in person regarding complaints particularly HSBC clients.

**DATA ENCODER,** *I-SERVE Corporation*

Handled encoding of delivery receipts and tax certifications as well managed encoded data in the data base server.



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**QUALIFICATIONS Flight Operation Officer Course,** Flight International, Pasay, Philippines

**Computer Hardware Servicing** - National

Certificate II *(Certificate No*

**Advanced Diploma in IT,** Informatics Technology, Paranaque, Philippines

**Bachelor of Science in Electrical Engineering,**

Mapua Institute Technology, Manila, Philippines

**Flight Operation Officer,** Philippine Airlines - PAL, Philippines

**PC Network Assistant,** Information Managers Inc., Makati, Philippines

**PROFESSIONAL DEVELOPMENT TRAININGS**

Structured Cabling and Fiber Optic Termination, 3M Innovative, 2012

Joomla Administration, Henry Ong, Jul 2011

PC Networking & Administration, CNCTC, Jun 2008

**CERTIFICATIONS**

Load Planning Boeing 737, FSI, Jan 2012

Load Planning Airbus 320 - 232, FSI, Jan 2012

Customer Service Module, iServe, Aug 2006

Nationality: Filipino Birthdate: 16th January Laguage: English & Tagalog



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To be furnished upon request