**[ELIZALDE](mailto:ELIZALDE.187038@2freemail.com)**[.187038@2freemail.com](mailto:ELIZALDE.187038@2freemail.com)

**ELIZALDE**

**OBJECTIVE**

To be a part and be an asset of a company where I can contribute to its growth and development through the maximum use of my total qualifications, technical skills, acquired knowledge, previous experienced in various job levels and disciplines also responsible for installing and maintaining computer hardware, software and networks.

**SKILLS & ABILITIES**

* Install, Configure, Optimize, Troubleshoot and support Microsoft Windows Virtual/Physical servers, Active Directory, VMware.
* Performs hardware maintenance on Windows-based systems.
* Monitors capacity, performance, alerts, logs on all Windows servers
* Manages operation of Active Directory.
* Administration of shared file and Print services
* Strong grasp of network user/group rights, client configuration, logon script and group policies
* Manage, tests and deploys Windows server patches
* Manages windows thin-client/terminal services
* Enforces corporate Windows, Active Directory and LAN security policies
* Assist desktop analysts in troubleshooting desktop application connectivity issues
* Maintains documentation of all supported systems
* Provide mentorship for other Systems Administrator and IT Site Support
* Assists in development of server architecture, standards, policies and procedures
* Provides on-call support on a rotating basis
* Other duties as required
* Able to work on multiple projects at any one period of time
* Ability to prioritize and execute tasks in a fast pace, high-pressure environment and make sound decisions in emergency situations
* Ability to conduct research into issues and products as required
* Ability to present ideas in a user-friendly language
* Highly self-motivated and directed, and deep attention to detail
* Proven analytical and problem-solving abilities
* Strong customer service orientation
* Undertaking analysis, diagnosis and resolution of client problems via phone, e-mail & face to face contact.
* Quickly responding to customer enquiries and concerns.
* Escalating unresolved problems to other support staff.
* Taking ownership of problems and tracking them to a successful conclusion.
* Setting up new corporate E-mail account.
* Testing and evaluating new technology.
* Setting up new users' accounts and profiles and dealing with password issues.
* Monitoring IT network to ensure availability to all users.
* Troubleshooting and providing WLAN/LAN/WAN across multiple sites
* Designed and implemented FIREWALL
* Designed and implemented WAN optimization/traffic prioritization within the project sites
* Designed and led the implementations of Security, mail servers in several locations
* Identifying and remedying performance bottlenecks in complex systems.
* Repairing IT equipment and replacing parts.
* Prioritizing in a fast moving environment.
* Accurately following diagrams and written instructions to repair a fault system.
* Strong system and IT experience.
* Flexible to overtime requests.

**EXPERIENCE**

**I.T. TECHNICAL SUPPORT**

**COMMODORE CONTRACTING COMPANY**

**February 04, 2010 – Present Company**

* Monitors network traffic and the performance and overall quality of service provided by the network and its constituent hardware, software, transmission services and support functions.
* Supports the creation and maintenance of disaster recovery plans according to agreed IT analysis methods, tools and techniques for identifying potential exposures to all network systems which support critical business processes.
* Assists in performing defined tasks related to the planning, installation, upgrade, operation, control and maintenance of local and wide area networks for communication of data, voice, text or images.
* Performs 'first level' hardware support activities by investigating, diagnosing and resolving computer hardware problems, with support from superiors and team members.
* Contributes to the testing and verification of hardware and support peripherals to ensure that they meet defined specifications and requirements.
* Reviews reports from applications software, systems software or service delivery staff and raises any identified issues with the supervisor.
* Provides effective support in making minor system modifications, developing site-specific enhancements, manipulating data and reconfiguring systems.
* Administers LAN and network services including monitoring LAN and WAN connections and bandwidth use, and analyzing network traffic patterns volumes
* Responds to simple enquiries on the status of new releases.
* Carries out other duties as required.
* File and print management
* Desktop trouble shooting and configuration
* Microsoft Windows and Microsoft Office 2003-2007-2010 related support.
* Microsoft Outlook Configuration 2003-2007-2010.

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| **PROJECT HANDLED at Commodore Company** |

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| --- | --- | --- | --- | --- | --- | --- |
| **CODE** | **PROJECT NAME** | **LOCATION** | **CLIENT/BUILDING TYPE** | **VALUE AT COMPLETION (AED)** | **START DATE** | **COMPLETION DATE** |
| CJ207A | Al Khazna Data Center | Abu Dhabi | Data Center | 236,600,000 | August 2012 | January 2014 |
| CJ198 | (Al Jowhara Tower)Saraya Commercial Building | Abu Dhabi | Commercial Building | 139,000,000 | January 2012 | December 2013 |
| CJ193 | LEAF Tower | Abu Dhabi | Residential & Offices Tower | 952,345,000 | January 2011 | June 2014 |
| CJ192 | Power Substation at Al Mafraq | Abu Dhabi | Substation | 34,300,000 | August 2011 | August 2013 |
| CJ189 | Saraya Residential Building (Creek Tower) | Abu Dhabi | MAAM Property Investment Co. | 256,000,000 | December 2010 | April 2013 |
| CJ188 | 132/22 Substation at New Airport | Abu Dhabi | Siemens | 22,125,00 | October 2010 | November 2012 |
| CJ187 | 132/22 Substation At Capital District | Abu Dhabi | Siemens | 22,125,000 | October 2012 | September 2012 |
| CJ185 | Residential Villas Compound At Khalifa A | Abu Dhabi | HH Sheikh Tahnoon Bin Shakboot Al Nahyan | 67,000,000 | August 2010 | November 2012 |
| CJ177 | IPIC Headquarter Building | Abu Dhabi | National Petroleum Investment Company | 910,027,500 | April 2009 | November 2012 |
| CJ147 | Seba Tower | Abu Dhabi | Al Ain Properties LLC | 578,586,985 | January 2008 | September 2011 |
| CJ143 | Al Aryam Tower | Abu Dhabi | International Capital Trading | 374,362,058 | March 2007 | June 2010 |

**Ateneo De Naga University 2001-2008**

**I.T. Technical Support   
College of Computer Studies**

8 Years

**Help Desk/Technical Support – 8 years’ experience**

* Identify, troubleshoot, and analyze computer related issues. Determine appropriate course of action, and conduct repairs, modifications, and upgrade internal components and peripherals as needed.
* Format hard drives; Determine appropriate file system FAT, FAT32, NTFS Install and configure Operating Systems, patches and upgrades, including Windows XP/2000 Professional and Server, Windows 95/98/ME, Windows NT 4.0, Windows 3.1, and MS/DOS.
* Install and configure software applications, telnet connections, and electronic mail. Train and assist 30 internal end users in the proper use and procedures.
* Install Network Interface Cards NICs. Setup bindings, IP addresses, WINS, and DNS configurations. Operate, and maintain Local Area Network LAN connectivity using TCP/IP protocol.
* Service and Maintain microcomputer systems, including inspect, clean, test, run scandisk, defragment hard drives, and update antiviral programs to maintain performance and security.
* Support acquisition, operational and disposal phases throughout Program life cycles.

**General Skills:**

* Extensive knowledge of specialty transmission devices such as Firewalls, Routers, WAP, Bridges, Host Gateways.
* Extensive knowledge of LAN Equipment, including Hubs, Switches, cabling, NICs, and associated software and diagnostic tools.
* Extensive knowledge of WAN Networking elements such as transmission devices Modems, Multiplexers, etc. Frame-Relay, ISDN, sub-rates, etc., cabling conventions, and associated diagnostic tools.
* Working knowledge of a variety of PC software office tools, including word processors, spreadsheets, and drawing tools.
* Results oriented, strong analytical skills, strong communication and negotiation skills,
* Voice-over-IP / unified messaging
* LAN/WAN / Wi-Fi Security
* WAN optimization / acceleration
* Networks administration
* Planned, designed and implemented the project sites network infrastructure (WAN/LAN) ensuring perfect connectivity, flexibility and security
* Centralized the e-mail system, accounting database and internet connection
* Provided excellent day-to-day server maintenance and helpdesk support
* Ensuring optimum performance of networks and minimum downtime in the event of system failure.
* Analyzing business requirements and providing design solutions

**Personal Information:**

Sex: Male

Nationality: Filipino

Civil Status: Married

Date of Birth: June 10, 1979

Available Upon Request:

Transcript of Records, Diploma and Certificate of Employment.