**First Name of Application CV No 1645692**

Whatsapp Mobile: +971504753686



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**Objective:**

I am an enthusiastic, pro-active and proficient professional with over five (5) years of varied technical experience in Information Technology and currently looking for a challenging position at a multinational work environment that can utilize my personal skills, knowledge, and work experience.

**Skills and Qualifications:**

* A Graduate of Bachelor of Science in Computer Engineering (5yr. course)
* Has 5+ years of experience in related technical and managerial experience in an IT support / Help Desk environment supporting Workstations, Servers, Wide area network & Local Area Network equipment.
* Highly experience in handling IT support / Help Desk on Banks, Hospitals, Logistics / Cargo based company and Manufacturing industry.
* Strong background in PC hardware and software troubleshooting, data recovery and repair.
* Well versed in Operating Systems: Windows 98/2000/XP/Win 7 and Windows 8, Windows 2003/2008 Server, Ubuntu Linux and Mac OS.
* Installing and basic configuration of Windows 2003/2008 Server; creation of Active Directory, creation of account, reset password, restriction policy and replication of two domains.
* Installing, configuring, and troubleshooting of Microsoft Email Outlook 2003/2007/2010, Lotus Notes, Lotus Sametime and Thunderbird Email.
* Administering of Manage Engine Software (ticketing system) and Manage Engine Desktop Central; creation of account, reset password, roles creation, creates automatic reports thru email, manage all patches/updates of all software’s including the antivirus and managing inventory of computers and printers.
* Well Experienced in installing, configuring & troubleshooting of BDS banking database system, RIS, PACS, HCLAB Sysmex, Magic Application, SAP application, Harmony Application, SmartQ system Accucheck Device, and Ge 4D view
* Network support configuration of LAN, WLAN, WAN, VPN, PABX, Routers, Switches, Modems & other network devices.
* Basic knowledge in video conferencing and CMS (VOIP) application like dnd problems.
* Mobile Support – for configuring emails in Ipad, Blackberry and Wifi network support and configuration.
* Have knowledge in installing, configuring biometric devices, CCTV, Structure Cabling, and Tracing & Termination of Data ports.

**SUMMARY OF Work Experience:**

Company Name: **Phil-Data Business Inc. (Assigned at Central Bank of the Philippines)**

Position: **Asst. Team Leader – Technical Support**, February 2015 – February 2016 (1 year)

Company Name: **Stonewall Technologies and Monitoring Solutions**

Position: **Technical Engineer for CCTV,** March 2014 – February 2015 (0.75year)

Company Name: **Systemantech Inc.** **(Assigned at Makati Medical Center Hospital)**

Position: **IT Operations Team Leader**, February 2012– February 2014 (2 years)

Company Name: **Systemantech Inc.** **(Main Office & various locations)**

Position: **Technical Support Engineer,** November 2010 – February 2012 *(1.33 years)*

**WORK EXPERIENCE:**

**Company: PHIL-DATA BUSINESS SYSTEMS, INC**

Phil-Data Business Systems, Inc. is one of the most trusted IT company in the Philippines and even the choice of the most demanding IT corporate users in the country. It offers top quality products such as HP, DELL, MICROSOFT, CISCO, D-LINK, EPSON, OKI, IMATION, KENSINGTON and CYCLADES and backs them up by certified and highly trained technical support team. Phil-Data offers services such as Server Management, Desktop Management, Help Desk Management, Network Management, System Administration, Disaster Recovery/Continuity of Business and IT Selling.

**Designation: Asst. Team Leader – Technical Support**, February 2015 – February 2016 (1 year)

**(Assigned at Central Bank of the Philippines)**

**Job Description:**

* Managed team up to 35 persons and monitoring/overseeing day to day operations.
* Task delegation in team members, Implementing management policies and directives.
* Responsible in scheduling of Asset Team, Field Engineer, Regional Support, Preventive Maintenance Team and Dispatcher.
* Responsible in sending reports like daily, weekly, monthly, annual and yearly.
* Identify and analyze the top 5 incidents and service request every month and present to the management with recommendation.
* Ensure all accomplishment reports are submitted in a timely manner.
* Handle and Support 5000+ workstations including regional branches.
* Handle projects like preventive maintenance, rollouts, migration of applications and etc.
* Ensure all new processes are cascade/disseminate to the team members.
* Do multi-task and take over the task of each member to manage and maximize the operation due to lack of manpower.
* Ensure all complex issues should be escalated in the proper group.
* Coaching and educating team member in finding ways an effective solution to resolved issue.
* Educate team members on how to handle high rate customer or end user.
* Set weekly meetings with the management and discuss the repetitive issues or concern.
* Conducting trainings workshop to develop/improve their individual performance and hidden abilities.
* Responsible for ticket QA before change status and re-assign to proper group.
* Ensure all spare parts and service units (printers, cpu/laptop, ups and accessories) in stockroom are available.
* Responsible in evaluating personnel for their KPI’s and present to the management.
* Responsible in requesting cash advance and flight schedule for regional support.
* Ensure all tickets like VIP’s, VPN Configuration and other activities are attended by the support.
* Maintained the Service Level Agreement and Operation Level Agreement in all tickets created.

**Company: STONEWALL TECHNOLOGIES AND MONITORING SOLUTIONS, INC.**

A company who operates a Central Monitoring Station located in Manila, Philippines. Stonewall currently provides Monitoring and Visibility solutions for: Safety and Security, Emergency Dispatch, Fleet Management, Facility Management, Central Monitoring Station.

**Designation: Technical Engineer for CCTV,** March 2014 – February 2015 (0.75year)

**Work Description:**

* Assisting the Technical Manager in the day to day operations of the company.
* Ensure all projects are completed in a timely manner.
* Provide strategy and instructions to team members.
* Ensure all devices are tested and working before the project starts.
* Install, setup, configuring, structure cabling, CCTV Analog, IP Cam and other devices.
* Educate and coaching team member for new devices.

**Company: SYSTEMANTECH, INC.**

Systemantech is an IT Outsourcing and Solutions Provider Company in the Philippines offering a broad range of IT services portfolio from a simple computer installation and outsourcing of technical operation, to a more complex wired and wireless networking solutions, i-security and managed services.

**Designation: IT Operations Team Leader**, February 2012– February 2014 (2 years)

**(Assigned at Makati Medical Hospital)**

**Work Description:**

* Managed team up to 13 persons and monitoring of day to day process flow.
* Task delegation to team member, Team supervision, Implementing management policies and directives.
* Managed IT Operations and handled both Technical Support and Helpdesk.
* Handle and Support 3000+ workstations.
* Maintained the Service Level Agreement of all created tickets of request and incidents.
* Monitoring of Server applications like Harmony, Magic, HCLAB Sysmex, RIS, PACs, SmartQ, LabOnline, Wham, Solar winds, IHIMS, Sap, MS Exchange Server and Accucheck Device.
* Educating team member on how to handle high rate user and proper escalation of all complex issues.
* Analyzing the repetitive issues and give effective solution to minimize the ticket.
* Handles all purchase order request, assessment, recommendation and disposal of units.
* Maintain the assets of PCs, Printers, spare parts and tools.
* Monitoring of Wi-Fi connectivity in tower 1 and tower 2 using mikrotik software.
* Responsible in scheduling of technical & helpdesk support.
* Coordinates all defective units to the vendor for warranty services or replacement.
* Administering of Manage Engine Service desk and Manage Engine Desktop Central.
* Handles Deployment of PCs and Implementation of naming and convention of computers in both towers.
* Send monthly generated report thru Manage Engine Service desk and presented/discussed to the IT Vice President and offered solutions.
* Reported any problem or fault in the project to the project manager or supervisor.
* Coaching and educating team member in finding ways an effective solutions to resolved issue.
* Conducting trainings workshop to develop/improve their individual performance and hidden abilities.
* Collecting of issues and action taken and created knowledge based program for new hire or reliever.

**Company: SYSTEMANTECH, INC.**

**Designation: Technical Support Engineer/Reliever,**

**(Assigned at 2go Group Inc and Aboitiz Equity Ventures)**

**Work Description:**

* Installing, configuring, backup, recovering and technical troubleshooting of applications such as Windows XP/Vista/7 operating system, MAC OS, Email Outlook Express, 2003, 2007, 2010, Lotus Notes/Sametime and Antivirus.
* Support 4000+ workstations.
* Installation and Configuration of Network printers & Scanner and its basic level of troubleshooting.
* Provides 1st level and 2nd level support for both hardware and software problems.
* Assisting user in video conferencing using polycom and tracing of data ports.
* Mobile Support – for configuring emails in Ipad, Blackberry and Wi-Fi network support and configuration.
* Experience in installing, configuring & troubleshooting of Oracle Dev 1.3.2, Oracle Dev 2.1, Oracle Dev 2.1 patch, Oracle Objects 733, Oracle 6i, Oracle Reg, Oracle discoverer, Zip 10g, Quick air, Supercat 10g, SuperFerry, Mirus and DTR online application.

**Company: SYSTEMANTECH, INC.**

**Designation: Technical Support Engineer**

**(Assigned at Tupperware Brands office)**

**Work Description:**

* Implementation and Deployment of Biometrics to all branches of Tupperware Brands (Luzon, Visayas and Mindanao).
* Installation & configuration of biometric and structure cabling.
* Installing & configuring SQL server application connected to biometric device.

**Company: SYSTEMANTECH, INC.**

**Designation: Technical Support Engineer/Reliever**

**(Assigned at PBCOM – Philippine Bank of Communication)**

**Work Description:**

* Performed level 1 support like assist user thru phone, remote user using VNC application.
* Imaging of PCs using Acronis True Image.
* Handles all pullout devices such as PCs, printers and monitors that need to check for further diagnostic and repair.
* Performed 2nd level support for Epson dot matrix printers and CRT monitors.
* Setup, configuration and troubleshooting of network printer, scanner and Passbook printer like Olivetti.
* Installing, configuring, backup, recovering and technical troubleshooting of applications such as windows 2000/XP/7 operating system, Email Outlook – 2003, 2007,2010 and Antivirus.
* Experience in installing, configuring and troubleshooting of BDS, AMS system, AMLA Base 60 application and HR Employee Kiosk System.
* Handles PC replacement to all Luzon Branches.

**Company: SYSTEMANTECH, INC.**

**Designation: Technical Support Engineer**

**(Assigned at Systemantech,Head Office)**

**Work Description:**

* Provides 1st level and 2nd level support for both hardware and software problems.
* Maintain the assets/inventory of PCs, Printers, spare parts and tools.
* Handles the Preventive Maintenance Team and responsible in scheduling and processing of their salary.
* Performed onsite support or repair if needed to visit the PBCOM branch.
* Acts Helpdesk, maintaining and ensuring all assigned tickets in Manage Engine Service desk are updated and closed to meet the SLA agreement.
* Handles the purchase order request, assessment, recommendation and disposal of units.
* Send feedback/updates to the Team Leader of PBCOM regarding on assigned tickets to the technical support of Head office.

**Educational attainment**

**Bachelor of Science in Computer Engineering**, 2005 to 2010

**Eulogio “Amang” Rodriguez Institute of Science and Technology (EARIST)**

Nagtahan Sampaloc, Manila, Philippines

 **Information Communication Technology**, ***(ICT)*** 2004-2005

 **PUP Technical School**

 S. H. Loyola St. Sampaloc, Manila, Philippines

 **De Ocampo Memorial College**, 2000- 2004

**High School**

Ramon Magsaysay St. Sta. Mesa Manila

**TRAINING & SEMINARS ATTENDED**

 **IT Security and Supporting MS Outlook 2010 & 2013,** March 5**–**7, 2015

*Phil-Data Business Inc.*

 **(ITIL) Introduction to Information Technology Infrastructure Library,** February 25 – 27, 2015

*Phil-Data Business Inc.*

 **Microsoft Office 2010 New Features,** June 18, 2011

 *Edupro Inc.*

 **Windows 7 Enterprise Desk Support,** November 27 to December 4, 2010

*Systemantech Inc.*

 **PC Assembly, Hardware and Software Troubleshooting,** July - August 2010

 *Computer Networking Career & Training Center, Inc. (CNCTC*)

 **PC LAN/WAN Setup and Windows 2003 Server Active Directory Infrastructure Administration**  August - September 2010

 *Computer Networking Career & Training Center, Inc. (CNCTC*)

 **Technical Support Assistant (MES/MIS Department),** April 24 to May 31 2008 **(300 hrs.)** *(OJT)*

*Information Managers, Inc. (INFOMAN)* - *2/F Skyland Plaza Bldg. 2302. Sen. Gil Puyat Avenue, Makati*

**Office Staff (Sales Department*)*, April 05, 2005 –** June 06, 2005 (250 hrs.) *(OJT)*

*Goldilocks Bakeshop Incorporated* *498 Shaw Boulevard, Mandaluyong City*

 **“Turbo C” –** October 9, 2005

U.P. Alumni Beniter Center, Diliman Quezon City

# PERSONAL DATA

 Age**: 28yrs. Old**

 Status: **Single**

 Sex: **Male**

 Nationality: **Philippines (Filipino)**

Language: **English, Filipino (Native tongue)**

 Date of birth**: August 12, 1988**

Height/Weight: **5’6’’ / 85kg**