**First Name of Application CV No 1647720**

Whatsapp Mobile: +971504753686



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**Work Experience:**

**Subject Matter Expert (SME) for Manila Service Desk**

**Merlin Support for IHG Global Technology Support**

**IHG® | 29th Floor Tower 2 RCBC Plaza, Ayala Ave cor Sen. Gil Puyat Ave, Makati, Philippines.**

**March 31, 2014 to February 29, 2016**

* Provide second level support for Merlin (IHG Intranet application website)
* Merlin navigation, Information and report assistance
* Procedural information for account creation and protocol
* **Administrative access for Merlin applications such as:**
* Hotel Content Manager
* People Database
* MyLearning
* Green Engage
* MyHR (employee data management system)
* Loyalty Connect
* **Secondary Level Hardware support for Managed Hotel properties in Europe and America’s region**
* RSA SecurID (token) administration
* Airwatch (mobile application administrator)
* Orion (IT management tool)
* Holidex (hotel reservation sytem)
* LANdesk application deployment
* Printing error troubleshooting and provisioning
* Queue Manage for in-bound/out-bound calls and Service now
* Service Now Application Ticketing System
* Service Now report generation and assistance
* Service Now incident creation and escalation
* Troubleshoot callers concern with the use of Bomgar Remote connection
* Knowledge in Active Directory administration, account & group policy
* Knowledge in Windows Powershell tools
* CC Pulse navigation and report generation (call monitoring system)
* Property Management System (PMS)
* Specialist call monitoring and auditing

**IT Support Staff, through IWSC for (IHG) Holiday Inn / Crowne Plaza Hotel**

**One ABD Avenue, Ortigas Center., Pasig City, Philippines 1655**

**from April 1, 2011 to March 31, 2014**

* Acts as an deskside support technician both IHG properties (Holiday inn and Crowne plaza)
* Handling software and hardware installation.
* Personal Computers (Lenovo, HP, Toshiba and etc,) troubleshooting and maintenance.
* Laptop (Lenovo, HP, Toshiba and etc,) troubleshooting and maintenance.
* Xpossible HSIA (Hi-speed Internet Access) administration.
* Provide guest support on internet and connectivity problem.
* Setup network and internet connection for Function rooms as required by hotel guest.
* Setup check-in venue for VIPs and group checkin.
* Conduct daily environment and server check.
* Printer and fax troubleshooting and maintenance.
* Video conference setup and control.
* Windows and application installation for Desktop PC and laptops.
* Act as a 1st and 2nd level support for desktop, laptop printer and network switches.
* Network switch administration and support
* Backup server (Symantec) queue execution, maintenance and administration.
* Windows server 2003 and Linux Red hat checking and maintenance.
* Antivirus (Kaspersky, McAfee, etc.) server administration and maintenance.
* Act as Micros Fidelio Opera (Hospitality suite application) first level support
* Infrasys menu inputting for Point of Sales (POS) machines.
* POS basic troubleshooting and maintenance.

**Additional Task**

* Administrative task such as equipment Purchase request, Supplier follow up and coordination,
* Payment request and Account creation request.

**Pfizer Head Office Senior IT support Engineer**

**And Virtual Café administrator, through Cignale for Pfizer Inc. Philippines**

**Ayala Ave. Makati City from December 2, 2008 to March 30, 2011**

* Acts as World Wide Technology (WTI) Senior Desk Side Support, supporting the five floors of
* Pfizer’s Head Office
* Act as a supervisor for Manpower deployment on-site and offsite
* Handles technical support major concerns
* Handles 1st, 2nd and 3rd level support covering; IBM / HP / Compaq / Dell / Acer desktops and
* laptops, Cisco / 3com switch and Linksys wireless router, Hitachi / EIKI / Infocus / Sony LCD
* Projectors, HP / Printronix / Lexmark / Canon scanners and printers
* Installs, configures and troubleshoot MS Win 3.1, 95, 98 2nd edition, ME, 2000, XPsp1, XPsp2,
* Vista, MS Office XP, 2003 and 2007, SQL Service Manager, IE6, IE7, MS Visio 2003, MS Office

Communicator 2005, WMP10, WMP11, WME9, MRT, MS Defender, MS ActiveSync, MS patches,

Mcafee Enterprise, Mcafee Stinger, Norton anti-virus, Cisco Aironet, Intel Proset, Nortel Fiberlink / Contivity, Windows VPN, Windows Firewall, IBM preloaded applications, Pfizer Image builds

* Sun System 426, Vision 515 , Adobe Acrobat reader / standard / professional, Adobe Photoshop,

Blackberry Desktop Manager, Local applications and Web based applications

* Handles 1st level support for Blackberry, HTC TyTn, Nokia 3G phones and Huawei 3G modems
* Handles 1st level support for Lucent PABX Administration and Avaya digital phones
* Escalate issues to Global Team by raising a trouble ticket using the HP Open View Service Center

6.2 (formerly Peregrine Service Center 6.1)

* Escalate issues to third party vendor/supplier involving network services, repair services and

warranty issues

* Assist the Systems Administrator for Pfizer’s assets inventory thru CMDB, DMS implementation
* Assist the Systems and Network Administrator for the Data Center’s annual shutdown and
* maintenance, Data Center’s daily backup, WAN, LAN, Cisco access points, maintenance and

environment check

* Assist the Network Administrator for the Data Room’s data and voice structured cabling

maintenance and troubleshooting

* Roll-outs Pfizer’s local applications
* Provide helpdesk functions for RSA SecureID Administration, Active Directory
* Provide helpdesk functions for account management thru Pfizer’s IMS and AD accounts
* Provide helpdesk functions (office and field based) via phone, e-mail and remote using Dameware
* Mini Remote Control and Remote Desktop Connection
* Provide helpdesk functions to Virtual Library via phone and e-mail
* Provide technical support for Webex and MS Livemeeting 2005
* Provide technical support for Genesis and Meet me telecon facilities
* Provide technical support for Pfizer events and medical associations (On-site and Off-site)
* Extends support to WTI colleagues based in Pakistan, India and Singapore via MS Communicator
* Familiar with utility tools such as Active File Recovery, Maxblast, Seatools and Drive Rescue
* Setup and configure Polycom videocon facility
* Acts as admin officer of Pfizer’s Virtual library
* Maintain and support desktops, laptop, network switch, wireless router and alike.
* Assures the Pfizer equipments are functioning.
* Extends support for doctors that use Pfizer’s facility for Internet surfing and Medical journal

research.

* Installs and troubleshoot MS Win 3.1, 95, 98 2nd edition, ME, 2000, XPsp1, XPsp2, Vista, MS
* Office XP, 2003 and 2007

**Production Crew, Nestle Philippines through Peso employment**

**Aurora Boulevard, Quezon City from February 2003 to July 2003**

* Assist in Ice cream production and packaging
* Support regular employee in monthly inventory
* Conduct PM for the equipment used for ice cream

**Office Clerk, Marikina City Councilors office**

**Marikina Municipal Hall from August 1 to October 25 2002**

* Acts as an administrative officer
* Compose and provide legal papers for the elected officer
* Filling and keeps legal documents
* Assist a person who seeks help from the immediate officer.

**Desktop Publisher and Computer Maintenance, Maximellium Computer Center**

**#13 Madlansacay St. Silang Cavite from January 1, 2000 to September 1, 2001**

* Assembles, repairs desktops and laptops
* Installs OS, anti-virus, network games, modems, scanners and printers
* Setup LAN games via IPX/SPX
* Familiar with Edimax and D-link networking solutions

**Timekeeper, HUTAMA-RSEA J.O. Skyway Project**

**PNCC Compound Highway Hills Mandaluyong City from January 1999 to May 1999**

* Handles administrative work for laborers and skilled worker
* Handles time sheets and overtime request
* Monitors workers whereabouts and operations
* Coordinate workers concern with the administrative officers

**AWARDS:**

**CIT Asia Pacific Leadership Awardee of 2005**

Under signed by: TohruYasaka

VP CIT Asia Pacific

**SEMINARS AND TRAININGS:**

**Stay Real**

IHG – house training for employees

December 18, 2012

**My Guest, My Customer / UGE (Unique Guest Experience)**

IHG – house training for employees

June 16, 2011

**Work Place Harassment**

IHG – house training for employees

April 28, 2011

**Pfizer Intranet – CBT, DMS (Desktop Management System) administration and support**

Pfizer – In House, June 2008

**Guthrie Jensen, Effective Business Writing**

Pfizer – Training Room , January 16 to 17, 2007

**Pfizer Intranet – CBT, Service Center 6.1 New Features**

Pfizer – In House, January 14, 2006

**Customer Service, The Service Advantage**

Pfizer – In House, December 2005

**Pfizer Intranet – CBT, Quality Manual Overview**

Pfizer – In House, November 19, 2005

**Pfizer Intranet – CBT, CIT Policy Awareness**

Pfizer – In House , November 11, 2005

**Pfizer Intranet – CBT, Compliance Awareness 2005**

Pfizer – In House , November 19, 2005

**Microsoft Philippines, Exchange Training Room, How to accomplish familiar NT Server 4.0 Tasks in**

**Windows Server 2003**

22F Tower II, Enterprise Center, Makati City, June 30, 2005

**Pfizer Intranet – CBT, gCS Foundation Overview**

Pfizer – In House, October 9, 2004

**Pfizer Intranet – CBT, Change Management: RFC Approval**

Pfizer – In House , August 28, 2004

**Pfizer Intranet – CBT, Change Management: RFC Creation**

Pfizer – In House , August 28, 2004

**Pfizer Intranet – CBT, Change Management Overview**

Pfizer – In House , August 28, 2004

**Pfizer Intranet – CBT, Service Center v4.0 Fundamentals**

Pfizer – In House, June 31, 2004

EITEC Computer School

**HTML programming**

Sto. Niño, Marikina City. April 14, 2002

OFFICE TRAINING:

**TagaytayPiknik Groove, Office Assistant (OJT)**

Sungay lane, Tagaytay City, Summer of 1995

**EDUCATIONAL ATTAINMENT:**

**Rogationist Academy Technical School, Computer Technology**

**Lalaanm II Silang, Cavite, November 1996**

**Tagaytay City Science Natl. High School, Secondary Education**

**Sungay lane, Tagaytay City, 1993**

**Immaculate Conception Parish School, Primary Education**

**Lantana St. Cubao Q.C., 1989**

**PERSONAL DATA**

Age : 39

Sex : Male

Civil Status : Married

Birthday : 5th of March 1976

Nationality : Filipino

Religion : Catholic

Height : 163 cm.

Weight : 58 kg.

Dialect Spoken : English and Tagalog