**Character Skills**

Possesses exceptional ability to build product relationships and resolve complex

issues. Demonstrate outstanding problem solving and active listening skills- able to

diffuse difficult clients’ technical issues with tact and ease.

Excellent organizational skills and ability to prioritize workload.

Ability to lead and influence a team thus a team player.

|  |  |  |
| --- | --- | --- |
| **IT SUPPORT SKILLS** |  |  |
| ● Troubleshoot XP, 7, 10 | ● System Upgrades | ● Inventory Tracking |
| ● Active Directory | ● System Recovery | ● Customer Service |
| ● Printer troubleshooting | ● Driver Installation | ● Server Shared Folder Security |
| ● Network Connectivity | ● New User Training | ● Cable Pulling |

**Technical Skills**

Functionality testing, Software and Hardware testing

Knowledge in Windows 2003 server, Windows 2008 server, Windows 2012 server,

Windows exchange server and in Windows Active Directory services

Installation, repair and maintenance of data cabling systems.

**Work Experience**

**Company Name:** Contactors International Company, Qatar (CCC)

|  |  |  |
| --- | --- | --- |
| **Client:** | Overseas Bechtel Incorporated (OBI) | |
| **Project:** | Hamad International Airport (HIA) **Doha**, State of Qatar | |
|  | **(Oct.2008 – March 2016) 7+yrs** | |
| PCM **and IT Document Controller** | | Oct. 2008 to Dec 2009 |

Tech Support/Asst. LAN Administrator Information System Department (ISD)

(Promoted Dec 2009 – March 2016)

**Responsibilities**

* Typing documents using our templates, ensuring grammatical accuracy
* Ensuring that all electronic correspondence is processed in accordance with procedures
* Maintenance of all secretarial administrative electronic files in accordance with procedures
* Ensuring that the clear desk policy is maintained
* Maintaining the Inventory Documentation that is related to IT department.
* Maintaining all the stocks toner/cartridges and communicating with the suppliers for orders and follow up for pending major repairs.

Tech Support/Asst. LAN Administrator Information System Department (ISD)

Duties and Responsibilities (Promoted Dec 2009 – March 2016)

* Provides support and management of the network , TCP/IP configuration and Internet connectivity in office and on site of 300 PC’s and 9 servers
* Technical support on user problems relating to Operating System issues (Windows XP and Windows 7)
* Installation and Monitoring of client and server Anti-Virus (Kaspersky and Trend Micro)
* Performed upgrades installation of software, in-house application and essential desktop troubleshooting.
* Installing logical printers on a print server and preparing print server to host clients. (HP and Konica Minolta machines).
* Creating new user account, User rights and permission, disabling and enabling accounts, file and folder permissions and configuring security templates as per need.
* Configure user email account and resolved problems relating to email accounts. (outlook, personal emails)
* Performing back-up Using Symantec Back-up Exec 13 for the user files and work documents and Network Attached Storage (Daily, Monthly and Quarterly Back-up)
* Maintaining the Inventory Documentation that is related to IT department.
* Preparation of weekly and monthly Reports (File Server size, WSUS, Anti-Vitus , Workstation issues, toners, Back-up Data Cartridge and send it to Head office Greece)
* Hands-on experience in responding, tracking, and following up to telephone, emails and end user requests for support.

**Lexmark Research and Development Corp**

Cebu Business Park

Cebu, Philippines (October 2006- May 2008)

System Test Engineer

Duties and Responsibilities

* Simulates what a typical end user does to Lexmark products by exposing the driver through several types of testing cases.
* Primarily responsible for ensuring the quality of our drivers.
* Studies the specifications of the software driver and the test plan to ensure knowledge on the intent and focus of testing.
* Run the test cases from an end-user perspective.
* Document and report any errors found in the driver when running the test suites.
* Reproduce the steps that were done to elicit the suspected error when asked by the developer.
* Setup and troubleshoot the wireless connection in PC and Printers.
* Gorilla Testing

**Education**

**Bachelors Degree in Information Technology**

**Cebu Institute of Technology University** - (2001-2005)

Philippines

**Personal Information**

Age: 31

Nationality: Filipino

Date of Birth: August 7, 1984

Gender: Male

Status: Single

**First Name of Application CV No:** **1672812**

Whatsapp Mobile: +971504753686

