**HAROLD**

**Harold.279385@2freemail.com**

***EDUCATIONAL BACKGROUND***

BS Computer Science2005 – 2009 *(4 years)*

AMA Computer University

Silver Tree Bldg., One San Miguel Ave., Ortigas Center, Pasig CiI ty,

Metro Manila, Philippines

Arellano University Plaridel High School 2001 – 2005 *(4 years)*

Gen. Kalentong Street , Mandaluyong City,

Metro Manila, Philippines

***CERTIFICATIONS***

**RUCKUS TECHNICAL TRAINING (BASIC CONFIGURATION)**

COMCLARK Network and Technology Corp.

RUCKUS WIRELESS

99 Reliance Center, E. Rodriguez Ave., Brgy. Ugong, Pasig City Philippines.

August 2, 2013

**Tree Planting and Mini Lecture on Biodiversity**

Department of Environment and Natural Resources

Norzagaray, Bulacan, Philippines

September 10, 2005

**3rd Regional Junior Leaders Encampment**

**Boy Scout of+ the Philippines**

Position: Patrol Leader

National Capital Region

Mt. Makiling Mountain, Los Baños, Laguna, Philippines.

November 4 – November 8, 2000

***AREAS OF EXPERIENCE***

***IT BUTLER***

*Service Plus Solutions Inc.*

*Unit 305 Cedar Executive Bldg. 26 Timog Avenue Cor. Scout Tobias Street,*

*Diliman, Quezon City, Philippines*

*Project Base: Discovery Suites (Under Globe Telecom)*

*25 ADB Ave. Ortigas Center, Pasig City*

*December 1, 2014 – November 4, 2015*

*(11months)*

**Duties and Responsibilities**

* Assist Guests /Organizers in any computer, gadgets, cell phones, tablets, smart TV, and Apple TV problems, Wifi Problems.
* Assigned in maintenance of all Access Points in Guest Rooms, Function Rooms, Common Areas like GYM, Restaurant 5, 22 Prime Bar, and in the Reception Area.
* Perform daily check of Wi-Fi, UPS and all Switches of by floors.
* Responsible for the maintenance of all Computers and Printer related problems in back office of the hotel.
* Maintain Standards of Discovery Suites IT Department in Installation of all programs.

***SERVICE ENGINEER***

*Unison Computer Systems Inc.*

*120 E. Rodriguez Jr. Ave., Cor. Ortigas Ave. Brgy. Ugong, Pasig City,*

*Metro Manila, Philippines*

*Project Base: Robinsons Land Corporation*

*Robinsons Galleria, EDSA cor. Ortigas Ave., Quezon City*

*March 2012 – August 6, 2014*

*(2years 5months)*

**Duties and Responsibilities**

**Helpdesk:**

* Assigned to answer the call and provide information of user to the system.
* Responsible for 1st solution to the problem of the user.
* Prioritizing, Resolving, Recognizing, and Routing end-user computer problems.
* Provide Ticket Number for references of the problem.
* Perform Remote using Radmin Viewer or Team Viewer.
* Select a seat-team for the problem depends on situation.
* Assigned to follow up ticket to the selected seat-team.
* Assigned in closing ticket and email the user the provided solution on the said problem.

**Technician:**

* Troubleshoot and debug minor program bugs, Printer Problem, Wi-Fiand LAN connection problem.
* Responsible for the 2nd solution to the problem if the helpdesk cant resolved it.
* Assigned for Modifying and Configuration of existing programs Lotus Notes, SAP.
* Assigned to Maintain the Standards of Robinsons Land Corporation Information System Development during the Installation of all programs.
* Responsible in Installation of operation system (Windows XP, Windows 7, Windows 8, Windows Server 2008) in all new desktop or server.).
* Assigned to assist CondoCorp Users and Maintain CondoCorp Database using Lotus Notes. (schedule an on-site visit if needed.)
* Assigned technical support for all Robinsons Land Corporations Showrooms, Condo sites, Go Hotels sites.
* Assigned Implementing and Configuration of BES application for synchronizing mail to phone for Blackberry and Lotus Notes Traveler for IPhone and Android Phone.

**Network:**

* Resposible in Configuring all new WIFI Access Point, CISCO Linksys USB Wi-Fi and RUCKUS Wireless Connection.
* Assigned for Tracing and Cabling new users and when transferring a department to other floors for network connections.
* Responsible for monitoring connections of Wi-Fi/Router/Firewall on all Robinsons site.
* Responsible for monitoring Robinsons Movieworld Websites.
* Responsible for monitoring Robinsons VMware server of Lotus Notes via ping and getting its Used/Free space on every terminal server.
* Responsible for reporting Uptime and Downtime of mall Wi-Fi /Router/Firewall to Telco,PLDT,Bayantel or any service provider to create an incident report or ticket number.

***UNIFORM AND LINEN ATTENDANT***

*RESORTS WORLD MANILA, MAXIMS HOTEL*

*Newport Boulevard, Pasay City, Philippines*

*September 1, 2011 – January 6, 2012*

*(4 months)*

**Duties and Responsibilities**

* Assist in laundering responsibilities of VIP and Guest Laundries.
* Delivery of all separate dirty linen, towels, coat, blouse, pants, jackets, and other uniforms to laundry.
* Scheduled rotation of all work in the department.
* Provide uniform to all employees.
* Responsible for delivery of all clean linen and towels to all floors with pantry.
* Assigned in checking and arranging all uniforms by classes and by size.
* Assigned in receiving clean uniforms from the laundry department.
* Assigned in assisting employee for resizing of uniform.
* Assigned to ensure all job functions are undertaken in efficient and effective manner.
* Perform cleaning functions as assigned to maintain clean and safe work environment.

 I hereby certify that the above information and statement are true and correct to the best of my knowledge and beliefs.