**Ma. Genieve**

**Professional Profile:**

A confident and reliable IT support engineer with extensive practical experience of working with computers and resolving any support issues that are raised to the service desk. Able to handle multiple simultaneous end user service requests with complete accuracy. An excellent communicator can relate well with people at all levels and has the flexibility of working well as part of a team and on my own.

Now looking to further an already successful career by working for an ambitious and expanding company.

**Work Experiences:**

**IT Site Engineer/Desktop Support Engineer**

 ***Sitel Philippines***

 November 29, 2011 - present

 2nd Floor BLDG 3 ETON Cyberpod Corinthian, Ortigas Avenue corner EDSA, Quezon City

 **Responsibilities:**

* Installation of OS through Ghost, Microsoft WDS and SCCM
* Creating, Capturing Image for Ghost Server
* Installation of Windows Essential (Microsoft Office and updates)
* Perform on-site analysis, diagnosis, and resolution of complex  desktop device problems for variety of end users, recommend and implement corrective hardware solutions
* Responds to Service Desk calls for complicated desktop issues / onsite check-up and IT related tickets
* Responds to Operations’ call for follow ups and escalations
* Installation and troubleshooting of Client Programs (Applications and updates)
* Assist on the Installation & troubleshooting of AVAYA IP phones
* Assist in Configuration / Networking and Hardware (CISCO switches, rectifiers and routers)
* Network Fault Isolation and Troubleshooting
* System Installation, Cabling and Maintenance
* Access and Navigation through Active Directory (Creation of accounts, Profile Checking and Updating)
* DHCP entry creation, configuration and testing
* Creation of RFC for any Desktop side changes (Attending CAB call for the RFC)
* Attend / Host Daily P1/P2 Call
* Ensure IT security policy is observed
* Manage and Maintain Anti-virus, WSUS, Ping Plotter and Printer Servers.
* Train new IT engineer
* Leads new account set up and account migration/transfer.
* Configuration and testing of any new hardware and software.
* Email/Imail account creation, adding/removing to distribution List, Access and navigation in MS Exchange 2010

**Systems Management Officer**

March, 2009 – June, 2011

Sunwest Construction & Development Corporation

333 Peñaranda St., Legaspi City

**Responsibilities:**

* Responsible for deployment, configuration, maintenance and monitoring of active network equipment.
* Concentrates on the overall health of the network, server deployment, security, and ensures that the network connectivity throughout the company's LAN infrastructure is at par with the desired technical specification.
* Maintenance of network facilitation in individual machines, server drives and settings of personal computers, printers, etc.
* Responsible for the security of the network and for the assigning of IP addresses to the devices connected to the network.
* Custodian for minor/major technical company equipment and tools.
* Evaluate and/or recommend purchases of computers, network hardware, peripheral equipment, and software.
* Investigate user problems, identify their source, determine possible solutions, test and implement solutions.
* Maintain and enforce company policies and standards regarding use of hardware, software and information resources.

**KEY SKILLS AND COMPETENCIES**

* Microsoft Office Applications
* Proficient in Operating Systems like Windows (Windows XP, Windows Vista, Windows 7 and Windows 8).
* Have excellent PC/Laptop maintenance skills, installing, and troubleshooting (both hardware and software).
* Have extensive background in Networking due to CISCO Networking Academic subjects (CNA 1-4) and work experiences.
* Have knowledge on Windows Server 2003, 2008, and 2012.
* Have knowledge in web designing software such as Dreamweaver.
* Have knowledge of Active Directory (Access, Navigation, Creation of accounts, Profile Checking and Updating)
* DHCP, DNS, Group Policy Management and Active Directory
* Excellent communications skill.
* Good team player.
* Learned systems analysis techniques from academic courses and working experiences.
* Highly adaptable to situations of high pressure and challenge.
* Flexible in learning and willing to be trained.
* Reliable and can handle direct and indirect supervision.
* Experience as a Team Leader for projects and accounts migration.

**Educational Background:**

**College BS-Computer Engineering, *Ateneo de Naga University,***

 *2004-2008*

**BS-Computer Engineering, *AMA College-Legaspi Campus,***

*2003-2004*

**BS-Architecture, *Bicol University, Legaspi Campus***

*2001-2002*

**Secondary *Unibersidad de Sta. Isabel,***

*1997-2001*

**Personal Details**

**Age:** 31 years old

**Sex:** Female

**Birthday:** June 23, 1984

**Birthplace:** Naga City

**Status:**  Single

**Religion:** Roman Catholic

**Job Seeker First Name / CV No: 1713954**

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