### Untitled

### Lester

### Lester.332275@2freemail.com

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**CAREER OBJECTIVE:**

* To acquire a responsible position requiring leadership, and critical thinking. I am open to other facets of the corporate industry where I could maximize the use of my potentials, skills and knowledge and in the process, become an essential contributor in my line of work.

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**KEY QUALIFICATIONS**

* Accomplished system administrator with more than 5 years experience in a BPO industry.
* Proven ability to create and deliver solutions tied to business growth, organizational development and systems/network optimization.
* Microsoft Certified Solutions Associate: Windows Server 2012
* ITIL® Foundation Certified.

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## WORKING EXPERIENCE:

***January 2015 – Present*** **First Security Group LLC.**

 Guarding & Operations Department

 **Project Coordinator**

* Maintains records of all items supplied by suppliers, delivery dates of all items supplied, and maintains records of equipment issued to housekeeping staff such as uniforms, caps, shoes, badges, and other items as and when required.
* Accurate filing of monthly attendance of housekeeping personnel for payroll process.
* Participates in the development, implementation or interpretation of new or revised initiatives; participates in Divisional conferences and meetings relating to areas of assigned responsibility.
* Assist in recruitment process. Handle staff grievances and maintain personnel records.
* Compile Reports, furnish information, and respond to visitors and telephone calls.
* Filings, maintain leave records, make requisition letters for uniform and other requirements and maintain accommodation and vehicle records.
* Maintain a strategic perspective while focusing on problem identification and solving.
* Provide monthly roster for housekeeping staff to be submitted to the client.

###### September 2006 - October 2014 SYKES ASIA, INC. (BPO)

Verizon Business / MCI Account

System Administrator

* Installs, configures and maintains Microsoft Windows based servers and workstations (Window 7), network print server devices, network printers and other peripheral devices.
* Performs network user administration and security tasks.
* Act as a First Level Support to troubleshoot and resolve system related problems of the center.
* Deliver maximum production uptime while handling multiple tasks with varied priorities.
* Responsible in monitoring and maintenance/operation of servers inside Data Center. Support an enterprise network consisting of over 700 workstations with data and voice connections.
* Audit and monitor trouble tickets and make sure they are within SLA (Service Level Agreement) using web based ticketing application (Ehelp/CMIS) and communicate generated results through daily and weekly reporting.
* Preparing and maintaining appropriate documentation of routine tasks associated with operation.
* Perform network server backup and restore tasks.
* Participate in the installation, maintenance and problem resolution for all LAN, Telephony, and Systems hardware and software.

***January 2004 – September 2006* SYKES ASIA, INC. (BPO)**

MCI (Microwave Communications Incorporated) Account

Technical Support Representative

* Responsible for maintaining customers/ entice prospects to avail of the services offered
* Task to explicitly attend to customer's simple billing issues and troubleshoot customer technical phone issues.
* Responsible for deploying technicians to attend to MCI customers phone issues.

## *June 2003 – December 2003* HOMEWORKS ASIA INC.

Office Administrator / AUTOCAD Designer

* Responsible for designing modular kitchen for prospect clients.
* Prepares modular kitchens quotations for presentation of sales agents to clients..
* Monitors sales agents tasks and itinerary and daily production of the installers in each worksite.

***March 2003 – April 2003***  AIMS Technologies

 **Data Encoder**

* Assisted programmers in encoding data to server database and performed backup on servers.
* Performed testing on MMDA 2947 TXT software before deployment to client.
* Conducted training to MMDA employees for software usage.

## EDUCATIONAL ATTAINMENT:

## B.S. COMPUTER SCIENCE

## AMA Computer University

Project 8 Quezon City

S.Y 1998 – 2002

**PROFESSIONAL CERTIFICATION:**

* MCSA: Windows Server 2012 | Microsoft Certifications |
* ITIL® Foundation Certificate in IT Service Management | EXIN Certifications |

## AWARDS RECEIVED :

* Awarded ***CERTIFICATE OF EXCELLENCE in 2008, 2011 and 2012 by Verizon Business Telecoms.***

## SKILLS:

Knowledgeable in the ff.

* Creating / Maintaining Windows based server (2012 R2 & 2008 R2)
* Avaya Voip Phone configuration
* Active directory administration
* Microsoft exchange server 2010
* Citrix administration
* Network Configuration
* Dameware Mini Remote Control & Central Server
* Office administration
* Fluent in English
* Microsoft Office applications

## PERSONAL BACKGROUND:

**Date of Birth** October 14, 1981

**Place of Birth** Mandaluyong City, Philippines

**Citizenship** Filipino

**Civil Status** Married

**Sex** Male

**Height** 5”11

**Weight** 179 lbs.

**Visa Status** Residence-employment VISA

**REFERENCE:**

Available upon request.