Ferdinand

[Ferdinand.332380@2freemail.com](mailto:Ferdinand.332380@2freemail.com)

**Working Experiences:**

**Company Name** : **SENCAR INDUSTRIAL CORPORATION**

**Address** : Brgy. Mahabang Parang, Batangas City, Batangas, Philippines

**Position Title** : IT Administrator

**Duration** : January 2016–September 2016

* Provides End Users IT Support, attends to everyday IT queries
* Installs and maintains Windows Operating System, MS Office and other office applications
* Issues and purchases IT equipment such as Laptops, Desktops, Mobile phones, Printers and accessories
* Over all replacement and upgrade of outdated and defective IT equipment
* Performs weekly and monthly inventory for all IT and communications equipment
* Network planning and implementation
* Installs and maintains Biometrics Attendance Management System (Finger Print System)
* Supports up to 75 office users and up to 50 workstations including 2 remote sites (Eastone Industrial Development Corporation and Unibag Manufacturing Corporation)
* Reports directly to Assistant Manager for progress report and updates

**Company Name** : **SWEETTGROUP (CYRILSWEETT INTERNATIONAL)**

**Address** : 1301 Millenium Plaza Hotel, Sheikh Zayed Road, Dubai, UAE

**Position Title** : IT Administrator

**Duration** : April 2012 –September 2015

* Provides End Users IT Support, attends to everyday IT queries (in-person support, remote desktop support, phone and email support through Track IT System)
* Issues and purchases IT equipment for End Users such as Laptops, Desktops, Mobile phones, Printers and accessories (liaise with 3rd party vendors)
* Audits and repairs, upgrades/replaces all old machines and mobile phones
* Updates Inventory System (includes all IT assets, hardware, software and licenses)
* Windows Server Administration, MS Exchange (Activates Email Address and SIP) and Active Directory Management (creation, deletion and update of accounts and logins), GPO and batch deployment
* System and Network Administration, SonicWALL and Wireless Network Configuration, PABX System, IP Telephony, CCTV, Biometrics and access controls, AV and Projector Setup (Polycom)
* Installs and configures software, Windows OS and Mac, MS Office, AutoCAD, DWG Trueview, Causeway Cato and CadMeasure, Cost X, antivirus and Windows patches and updates
* Installs and configures company mobile phones for BlackBerry Enterprise and other platforms such as android phones and Apple (MAC) devices
* Operates Daily Backup (LTO Tapes), NAS installation and maintenance, FTP Management
* Migrated all machines to Windows 7 and MS Office 2010
* Supports all Middle East sites (UAE, Colombo, India, Muscat, Morocco and Saudi Arabia)
* Health and Safety Role: Company Fire Marshall

**Company Name** : **TELETECH CUSTOMER CARE MANAGEMENT**

**Address** : 2nd& 3rd Flr., Robinson’s Place, Lipa City, Batangas, Philippines

**Position Title** : Regional IT Desktop Support Associate

**Duration** : August 2009 – December 2011

* Accounts Supported: Telstra, HP, UHG, VOL HSI, TNZ and General & Administrative Group.
* Supports up to 2000 workstations including desktops and laptops
* Plans and leads all pc deployment including out-from-the-box set up which includes physical hardware set-up and re-imaging of workstations used for all accounts.
* MS Exchange 2007 and Active Directory Server Administration
* Provides End User technical support on Teletech applications, project specific applications, and off the shelf software products.
* Maintains responsibility for computer security and virus removal management system
* Setup and maintenance (troubleshooting and repair) of automation devices such as printers, copiers, projectors for board rooms and training rooms.
* Provides day to day network support on IT infrastructure covering Network (LAN, WAN, WLAN, VLAN, and VPN), IP Telephony (Avaya, Cisco, Juniper applications)
* Resolves issues reported through reporting system (TeleTech Service Desk) in a timely manner.
* Supports for Email (Outlook), Internet Connection/IE Applications, Monthly MS Patches, eWMF, Avaya CMS and CCpulse, Avaya and Cisco applications and all other Call Center Tools.
* Performs administrative functions and inventory control on a regular basis
* Assists network engineers in projects such as installations, racking of network hubs and switches, core switches, and servers; testing and troubleshooting of new applications and software
* Creates documentation of the updates and day by day activities.
* Promoted as **IT Shift Lead (March 2011)**: leads and supervises IT associates through daily tasks and projects, reports to up-one level managers and directors

**Company Name** : **ADVANCED CONTACT SOLUTIONS (ALORICA)**

**Address** : 3rd Flr., SM City Lipa, Lipa City, Batangas, Philippines

**Position Title** : Level II Technical Support Associate

**Duration** : July 2008 – July 2009

* Answers incoming calls from Verizon customers promptly and in accordance with established call handling procedures
* Assists customers and clients through the use of my knowledge on Networking and Internet Connection troubleshooting and other issues such as billing issues, account issues and issues that needs to be escalated to OEM, MCO and dispatch team
* Accurately process and record call transactions using a designated tracking software (Remedy)
* Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet
* Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services;
* Uses Desktop Remote support for customers’ and clients’ issue resolution
* Gather customer’s information and determine the issue by evaluating and analyzing the symptoms
* Follow up and make scheduled call backs to customers where necessary

**Company Name** : **Digital Whale Computer and Ship Chandling Services**

**Address** : Arnaiz St., Pasay City, Manila, Philippines

**Position Title** : Assistant Manager / IT Administrator

**Duration** : January 2007 - July 2008

* Supervises and assigns tasks for all employees
* Installs Windows Operating system, MS Office, antivirus and other applications
* Plans, installs and maintains local area network and wireless area network; and devices such as printers
* Setup, maintains, and troubleshoots PC hardware and software
* Installs and configures CCTV and surveillance systems
* Meets customers’ needs and inquiries through sales and after sales support

**Company Name** : **Presnet Cell phone and Computer Shop**

**Address** : Calicanto, Batangas City, Philippines

**Position Title** : IT Administrator / Cell phone Technician

**Duration** : March 2001 – December 2006

* Installs Windows Operating system, MS Office, antivirus and other applications
* Plans, installs and maintains local area network; and devices such as printers and copiers
* Sets up, maintains, and troubleshoots PC hardware and software
* Repairs and reprograms, program upgrade for mobile phones
* Meets customers’ needs and inquiries through sales and after sales support

**Educational Background:**

***Bachelor of Science in COMPUTER ENGINEERING*** (March 2008)

Batangas State University, Alangilan Campus

Golden Country Homes, Alangilan, Batangas City, Philippines