**James**

[**James.332972@2freemail.com**](mailto:James.332972@2freemail.com) ****

Highly accomplished and hardworking professional, to work for a reputable and people oriented company that will help in the enhancement and development of my knowledge and skills.

**EMPLOYMENT EXPERIENCE**

City Government of Muntinlupa (Bayanan), PH **Apr 2016 to Oct 2016**

**IT Administrator (FULL TIME)**

* **Duties:**
* Investigating and diagnosing network problems, collecting IT usage stats.
* Making recommendations for improving the company's IT systems and carrying out routine configuration and installation of IT solutions.
* Help employees with some of their more basic computer needs, like setting up new users and managing back-up, security and passwords.
* Provide Structured Cabling thru Switches for Network.
* To manage a team for Major CCTV Projects.
* Conduct Monthly Maintenance of all workstation.
* Create and Implement Network Diagrams for new infrastructures.
* Plans, implements, and supports the network and computing infrastructure plan.
* Configures, maintains and administers email applications
* Prepare, evaluate and implement disaster recovery and other backup contingencies plan
* Supports server, network and desktop hardware, software and applications.
* Was a PART TIME/ON-CALL IT Administrator for 6 months form Oct 2015 - Apr 2016

Viva Communications Inc. **May 2015 to June 2016**

**MIS, Technical Support Staff**

* **Duties:**
* CCTV Management/Planning/Operating.
* Provide support via Helpdesk or Phone for troubleshooting. Any Level of Support.
* Can handle operating systems like Mac OS, Windows & Linux. Even Windows Server.
* Knowledge in Network troubleshooting, Management or Structured Cabling. Even Wireless.
* Setup and configure Door Access Control System and smoke detectors.
* Installing and configuring computer hardware operating systems and applications
* Monitoring and maintaining computer systems and networks
* Communicating with the staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues
* Troubleshooting system and network problems and diagnosing and solving hardware or software faults
* Replacing Defective Parts
* Providing support, including procedural documentation and relevant reports
* Following diagrams and written instructions to repair a fault or set up a system
* Supporting the roll-out of new applications
* Setting up new users' accounts and profiles and dealing with password issues
* Responding within agreed time limits to call-outs
* working continuously on a task until completion
* Prioritizing and managing many open cases at one time
* Conducting electrical safety checks on computer equipment.

Teleperformance **Feb 2014 to March 2015**

**Technical Support Representative**

* **Duties:**
* Respond to Customers’ enquiries relating information, product functionality and fault calls resolving as many queries as possible on the first interaction.
* Improves client references by writing and maintaining documentation.
* Provides answers to clients by identifying problems; researching answers; guiding client through corrective steps.
* Participates in development of client training programs by identifying learning issues; recommending instructional language.
* Accommodates client disabilities by recommending devices and techniques.
* Avoids legal challenges by monitoring compliance with service agreements.
* Improves system performance by identifying problems; recommending changes.
* Updates job knowledge by participating in educational opportunities; maintaining personal networks.
* Accomplishes information systems and organization mission by completing related results as needed.

Convergys Alabang **June 2011 to June 2013**

**Customer Service Representative**

* **Duties:**
* Respond to Customers’ enquiries relating information, product functionality and fault calls resolving as many queries as possible on the first interaction.
* Helps customers better understand the financial markets, securities, data, definitions and functionality in our applications.
* Manage the resolution process for customers relating to data and applications for a particular product/s.
* Track enquiry resolution progress and proactively call customers with a status update or resolution if queries cannot be resolved on initial interaction.
* Recognize and escalate recurring problems, inferior processes or outdated procedures.
* Proactively contribute and making an impact to the Helpdesk team and the achievement of its goals while working with global teams.

**EDUCATION AND CREDENTIAL**

Mapua Institute of Technology – Manila, Philippines 2012

* **Bachelor of Science – Electronics and Communications Engineer (Undergrad)**

University of Muntinlupa – Muntinlupa, Philippines 2015

* **Bachelor of Science – Computer Science**

**TRAINING AND COURSES**

August 2016, Informatics Philippines

* **Basic AutoCAD**

**Project Accomplishments**

CCTV and Network Installation for Local Government Security **Apr 2016 to Jun 2015**

**City Government of Muntinlupa (Bayanan)**

* Team Consist of 10 Technicians Led by me.
* Finalized the Structured Cabling Plan using AutoCAD 2010.
* Installed a total of 36 pcs HDTVI Outdoor Camera and 4 pcs PTZ Camera.
* The Distance of some camera from the Base reach up to 700m Long.
* Fiber Optic wire is used for LAN Cabling while CAT-6 Outdoor UTP Cable is used for cabling of the cctv.
* Activated Port-Forwarding.
* HP Procurve 1810G-24 Switch is used on the LAN.
* Deployed and Configured 3 MAC Computers and 7 Windows Computer.
* Configured Static IP Address throughout the company.

CCTV Installation **Aug 2015 to Sept 2015**

**Mang Inasal Trinoma / VIVA Scout Madrinian**

* Installed a total of 12 HDCVI Indoor Cameras 6 cameras per each project.
* CAT-5e Indoor Cable is used for the cabling.
* Activated Port-Forwarding.
* Distance reach up to 50 meters from the DVR.
* Finalized the Structured Cabling Plan using AutoCAD 2010.

**SPECIAL SKILLS**

* **Computer & IT**:

Microsoft Office™ (Word™, Excel™ PowerPoint™) Windows™ (7™, Vista™, XP™) Outlook, Internet

MS SQL Server and Database. Windows, MAC, LINUX, UNIX Configuration, Installation and Administration. Knowledge in PABX, Access Control and Biometrics installation, Troubleshooting and Management.

* **Language:**

English – Average / Filipino – Native

**PROFESSIONAL REFERENCES**

* Available upon request

James

Apt 1406 Executive Towers Business Bay

Dubai, United Arab Emirates

To whom it may concern,

I am very interested in the IT Position posted on the Job board. I believe my training, experience, and proven ability as a Technical Support Specialist, IT Administrator and Help Desk Technician will allow me to significantly contribute to your company's IT division.

In reviewing the attached resume, you will note that I have acquired valuable experience in all facets of troubleshooting, installations, and maintenance for various desktop operations, hardware, and software. I possess a unique talent for delivering highly complex technical information into terms and concepts that the end users can readily grasp.

Furthermore, I am multi-task oriented, enjoy a challenge, and continually stay abreast of the latest advancements in the IT field.

If you are seeking an IT professional who has excellent people and problem solving skills and can easily provide optimum support to your MIS operations, then please consider what I have to offer.

I believe it would be mutually beneficial for us to meet and discuss the goals of your company and how my technical abilities can help you achieve those goals.

Thank you for your time and consideration.