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| Ryan Ryan.334232@2freemail.com  |
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| **Summary of Qualification**, Results-driven and well organized IT Professional who combines hands-on experience. With a solid educational background in computers systems and network technology. Strong skills in planning, implementing, upgrading, and maintaining enterprise solutions. Reputation for solving problems with creativity and out-of-the-box solutions. Extensive knowledge of applications, integration, hardware, and quality testing. Excellent in team building, communication, and interpersonal skills. Provide outstanding customer service in high-pressure situations. |
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| main areas of enterest and expertise* End-user computing (flexible computing, desktop virtualization, application management and virtualization, optimized deployment, large scale migrations)
* Enterprise / technical architecture (with particular emphasis on Microsoft Windows Server System)
* Enterprise Mobility
* Infrastructure architecture (with particular emphasis on high availability, mission critical, resilient environments)
* System and application integration, messaging, business process re-engineering and workflow
* Project management, requirement analysis, design and development
* Internet / Intranet / Extranet-based applications
* N-tier and distributed applications and information systems

key technology and systems platform* Desktop Virtualization and Flexible Computing technologies (Citrix XenDesktop, VMware View)
* Application Virtualization technologies (Microsoft App-V, VMware ThinApp, Citrix XenApp)
* Microsoft Windows Server System and Automation Tools:
* Windows Server 2008 R2, 2008, 2003, 2000, NT 4
* Windows Operating System (10, 8, 7,
* Windows Vista, Windows NT 4, Windows XP/9x)
* Microsoft Hyper-V and System Centre
* Virtual Machine Manager
* Microsoft .net Enterprise Servers (MS SQL Server, MS Exchange, MS Biztalk Server, MS Commerce Server, MS Content Management Server, MS SharePoint Portal Server, etc.)
* Web servers, Middleware technologies, directory services and databases
* System Center Configuration Manager
* System Center Service Manager (ITSM)
* Microsoft Deployment Toolkit
* Networking and Telecommunications:
* Internet, Intranet, Extranet, LAN, WAN and asynchronous networks, TCP/IP, routers, switches, firewall and VPN configurations.

KEY STRENGTH* Cloud Computing
* System Virtualization
* Remote Assistance
* Helpdesk Management
* System Deployment
* Enterprise Storage Solutions
* System Analysis and Designing
* Enterprise Mobility Management
* End User Computing
* Infrastructure Architecture
* Project Management
* Testing & Evaluation
* New Technology Startup
* Customer Support
* Problem Solving
* Statistical Analysis
* Troubleshooting
* Performance Optimization
* Computer Systems Expertise
* Endpoint Security

AWARDS* Qudwa Awards - for Training UAE Nationals
* Battle of the Brains – School Internal Competition

hardware specialty* IBM, Dell and HP Servers
* HP Storage works, NAS Servers, EMC Invested and Clarion SAN Storage
* Dell, HP and IBM workstations and Laptops
* HP Tape Auto Library Ultrium LTO‐2
* Drive Cayman Routers, Gigabyte Ethernet Switches

SOFTWARE specialty* Windows Operating System 10, Vista, XP, 8, 8.1, 10
* MS Exchange 2003, 2007 and 2010 Email Server administration and maintenance
* Right Fax 9.0 engineer
* MS Office 2003, 2007, 2010, 2013 and Office 365
* McAfee, Symantec and Panda antivirus, VERITAS Backup Exec, VERITAS Netback up Enterprise,
* Disaster recovery planning and Business Continuity (ERT,IMT and CMT)
* Schlumberger Petrel, Studio Express, Halliburton Land Mark, ASPEN Hysis

TRAININGS* ITIL V3 Foundation–(Certified) New Horizon, April 28 – 30, 2015
* PMP (– The Original Project Management Program Preparing for PMP Certificate, Projacs June 7- 11, 2015
 |  |  | **summary of qualifications****Sundus Management and Consultancy** **Project: Al Hosn Gas (Abu Dhabi Gas Development Company LTD.)** **Al Ain Tower Corniche Abu Dhabi April 2009, Dec. 2016****Senior IT Engineer****OPERATIONAL TASK*** Dealing with hardware and application support queries and issues reported to the support desk and escalated to the designated Support Engineers.
* Provide user data and application recovery especially related to email issues.
* Use diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware or software.
* Use MS MDT, Macrium Reflect, SCCM and methodologies to load, copy and customize operating system configurations for deployment of computers
* Update the Asset Team for tracking of hardware and software inventory.
* Familiarize and create training for end users on basic software, hardware and peripheral device operation.
* Take ownership and responsibility of queries, issues and problems assigned to the Support Engineers
* Works with vendor support contacts to resolve technical issues within the desktop environment.
* Escalate issues and involve experts wherever required in order to resolve issues as quickly as possible.
* Works with other IT team members regarding new site builds and upgrades.
* Dealing with queries by following departmental procedures for fault resolution.
* Operates within, enforces, and suggests modifications and additions to desktop standards and guidelines.
* Arranges for and/or prepares equipment for shipping/receiving to Site offices
* Maintains I.T. records and tracking for area of responsibility.
* Correctly records work requests using Microsoft SCSM (System Center Service Manager) and assigns or escalate to designated group and engineers
* Ensures that supported customer accurately completes the approved work request with the date and time of submission.
* Develop sound understanding of IT operations and related applications and IT systems as well as business related processes and procedures.
* Develop technical knowledge of each system within company profile and specialized knowledge of certain nominated areas.
* Maintain adequate knowledge of operating systems and application software used to provide a high level of support.
* Maintains and consistently demonstrates a general knowledge of company guidelines, processes, practices and procedures.

**SYSTEM/APPLICATION/NETWORK SUPPORT*** Install, upgrade, support and troubleshoot Enterprise Applications High End Applications.
* Interact with numerous computer platforms in a multi-layered client server environment.
* Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, application servers, and administrative systems.
* Diagnose and quickly resolve a wide range of Windows applications and networking problems to help minimize downtime.
* Troubleshooting network connectivity in a LAN/WAN environment
* Requesting and coordinating vendor support
* Install firewall, switches, IP Telephony video conferencing tools, VPN facility.
* Create users, manage passwords and mailbox accounts.

**SERVER/STORAGE SUPPORT*** Manage company current storage environment
* Resolve any storage shortages
* Alert and resolve any performance issues and notify end-users
* Insure that data is available to all applications
* Work with application developers to determine storage requirements
* Work with existing programmers, DBAs to optimize storage
* Maintain proper backup schedule
* Restore and recover data as requested
* Facilitate off-site storage of tape
* Monitor the storage environments usage, performance, availability reporting status to the Team Leader for and informing any irregularity.
* Contribute in the Capacity planning of the company storage
* Forecast storage growth
* Determine allocation of different storage types
* Provide input from vendor proposals
* Responsible for planning and execution of the storage installation
* Perform any host-level tasks need to access new storage
* Install new / rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc..
* Building virtual environment using vmware vsphere as a back end and Citrix XenDesktop as a front end.
* Create windows virtual machines and master image template.
* Build VDI environment using vmview 5, RES & thinapp.
* Preparing base image for vmview, installing anti-virus, installing network printers and configuring IP phones.
* Creating groups to manage users.
* Coordinating and dealing with EMC, VMware for SRs.
* Engineering of SA-related solutions for various project and operational needs.

**SUPERVISION AND LEADERSHIP*** Recruits, selects and supervises day-to-day activities of staff in compliance with company’s IT policies and procedures.
* Plans, organizes and coordinates formal and informal orientation and training of employees under direct supervision.
* Conducts performance enhancement process in accordance with standard practice and collective agreements.
* Manages personnel issues that arise between performance planning activities.
* Manages and allocates workload when necessary and help define priorities, approving the use of overtime when necessary.
* Provides leadership by disseminating information, providing feedback, advising, and coaching.

**PROJECT MANAGEMENT*** Manage deployment and support of internal delivery team ensuring that periodic tasks are completed by each team member.
* Create business processes, best practices, standards, templates and operating procedures to optimize IT project development.
* Oversee projects to design and implement local IT infrastructure, data centers, network systems and servers.
* Assign schedules, coordinate staff and allocate resources to ensure efficiency and productivity are maximized.
* Coordinate with external technology vendors, internal staff members and third party consultants.

**KCA International (Khuan Chew and Associates)****Al Qouz Dubai UAE, October 2005 to February 2009****System Administrator*** Provide Overall Systems support for all office workstations and servers in Dubai Office.
* Monitor system logs and activity on all servers. And report any abnormality
* Administrate, verify, and restore from backups using Symantec Backup.
* Replace defective hardware on clients and servers as necessary.
* Install new LAN WAN and WLAN connections.
* Maintain integrity of staff accounts and data on the office file server.
* Perform maintenance on staff accounts, add, remove, and modify accounts as necessary.
* Manage security features to protect confidential information while allowing appropriate access.
* Research new technologies and present recommendations and justifications on major hardware and software purchases.
* Write project proposals, design documents and extensive documentation.
* Ensure that status is updated for all client requests.
* Update equipment inventory for tracking purposes.

**Smart Homes Technologies and Services****Deira Dubai UAE, April 2004 – October 2005****System Administrator*** Monitored and maintained severs utilizing a variety of tools.
* Managed user accounts, exchange accounts, distribution groups, account policies, out's, in Active Directory.
* Maintained Windows 2003 and Exchange 2003 Active Directory.
* Trained/Supported end‐users with application related issues, which included VPN, AutoDesk Auto CAD, FileMaker, network related issues, etc.
* Installed, maintained and setup network printers.
* Maintained current software patches on all systems utilizing patch link.
* Maintained and document all incoming tickets and resolve within SLA.

**Cyber Online Computer and Information System****Angeles City Pampanga Philippines, January 2001 – January 2004****IT Support Engineer*** Work with a team of four (4) Engineers. Main job is to support user requirements ranging from hardware to software.
* Coordinate job requests and provide work directions. This involves communicating with different group or units and making sure that problems and schedules are clear, equipment’s and materials are ready when and where they are needed.
* Plan and formulate ways to react and execute solutions. Once a problem arises, a plan must be laid down showing the best possible result with minimum response time.
* Making sure that corporate standards like hardware upgrades, software updates and solutions are being properly conveyed and coordinated to different Local Liaison Officers (LLO).
* Test and evaluate the effectiveness and efficiency of current standards and procedures versus new methods and trends in the industry.
* Assist in planning the technical migration plan and life cycle management process of the network.
* Inspect and evaluate different components of a Local Area Network (LAN) to Wide Area Network (WAN) within a token ring topology using Transfer Control Protocol / Internet Protocol (TCP/IP) under Windows NT Environment.
* Install, configure and test client workstation components and peripherals such as network interface card (NIC), internal/external modems, small computer systems interface (SCSI) cards, video and MPEG cards, digital video drive (DVD) cards, internal/external CD ROM drives, Iomega ZIP drives, portable drives/flatbed scanners and all type of printers.
* Setup and configure company standard software’s. These include operation and maintenance on the latest versions of various software packages.
* Computer Asset Management System inventory update, transfer request, report generation etc.
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# education

**Computer Systems and Network Technology (Computer Technician) AMA COMPUTER LEARNING CENTER**

4rth Floor Gloans Building

Angeles City Philippines

October 1998 – April 2001

Attested Diploma and Transcript of Records are available upon request

# PERSONAL INFORMATION

Date of Birth : August 1, 1981

Civil Status : Married

Nationality : Filipino

Language Spoken : Fluent in speaking writing and reading Filipino and English

# visa status

Employment Visa (Under Sundus Management) – Transferable

Availability – Can join immediately

I hereby certify that all above information are true and correct to the extent of my awareness