**ROY**

**ROY.339000@2freemail.com**

**EDUCATION:**

**Bachelor of Science in INDUSTRIAL TECHNOLOGY**

**(Major in Computer Engineering Technology)**

**BATANGAS STATE UNIVERSITY**

**GRADUATED in 2010**

**HIGHLIGTS:**

Knowledge in

**Operating Systems:**

Windows | Linux |Mac

**Storage Backup:** Acronis, Server Backup, Norton Ghost, EaseUS.

**Antivirus: Trend micro & Symantec.**

Strong Exposure with

**Office Suites:** MS Office 2010 | 2013 | 2016 & Open Office.

**Servers:** MS Server 05/08/12 R2 & Linux Server.

Working understanding with

**Virtualization:** VMWARE, Oracle Virtualbox & Hyper-V.

**Remote Access Tools:** Cisco VPN**,** RDP& Citrix.

Experienced with **Active Directory, Group Policy, Outlook mail,**

**Cisco switches, routers, TCP IP LAN/WAN networking & Cabling.**

Supporting **IP Phones, Printers**, **CCTV System, Access Control, POS Systems** and **Attendance Systems.**

**SUMMARY:**

*IT System Support with over 6+ years of combined experience from all my previous jobs in information systems with outstanding troubleshooting and interpersonal skills to assist internal and external customers with computer issues. Possesses a thorough knowledge in computer hardware, software applications, operating system software and networking.*

**EXPERIENCE:**

**IT System Support | PORSCHE**

**DOHA, QATAR | OCT 2013 – DEC 2016**

* Maintains a stable computing environment in the company;
* First line of IT Support to end users, install, configure and maintaining computer and network systems, diagnose hardware/software faults and solve technical problems;
* Supporting the roll-out of new applications; Testing and evaluating new technologies;
* Talking to staffs and suppliers through a series of actions; explain technical concepts in non- technical terms to no-IT staff if necessary;
* Prioritize requests, organize, schedule and coordinate a variety of IT related activities and projects including procedural documentation;
* Provides IT support to events as required;
* Provides time to time maintenance for In-house Systems data, Analyze and modified at backend if needed;
* Analyzed month end reports from In-house system to ensured that the collected data were correct and do KPI’s report in excel for General Manager;
* Monitor Trend Micro Antivirus; Performed daily backup time to time of In-house System database to diff. branch location as disaster recovery plan;
* Assist Database, Network and System administrators when assistance is required;
* Cloning/Restoring PC Backups.

Excellent communication skills.

Exceptional customer-service skills.

Ability to train end-users

Keeps abreast of changes in tech.

Excellent telephone skills

Good understanding in updates and installations

**PERSONAL INFORMATION:**

Date of Birth : 16.10.1989

County : Philippines

Sex : Male

Marital Status : Single

**IT Helpdesk Specialist | NETSPEED SOFTWARE INC. PHILIPPINES | OCT 2011 – SEPT 2013**

* Provide technical helpdesk support for Netspeed **DMIS** *(Dealership Management Information System)* ERP/CRM softwarein all the Hyundai Dealerships, Mitsubishi, Honda, Ducati and other Automotive brands in the Philippine Islands via remote desktop or phone support;
* Responds to queries, runs diagnostic programs, isolates problem, determines and implements solution and escalate the issues to the respective IT group in the Office if necessary;
* Provides service desk support, analyze and prioritize tickets for remote, over the phone or onsite troubleshooting;
* Ensured that the company's IT policies are implemented and that the systems are functioning properly without interruptions during business hours;
* Responsible for the organization's computer and electronic data availability, integrity and security;
* Works cooperatively with key team members, clients and vendors;
* Created and managed end user accounts using Active Directory;
* Performed daily backup of SQL database of All Dealership’s in the cloud to ensure data is secured.

**IT Computer Technician | NETSPEED (Store) PHILIPPINES** | **NOV 2010 - OCT. 2011**

* Provide in-house troubleshooting, back-up files, software installation, upgrade, repair, and replace computer hardware to include peripherals and software for clients with in/out- warranty status and walk-in customers.
* Performed preventive maintenance in all IT equipment.
* Performed monthly Inventories of tools and equipment.

**ACCOMPLISHMENTS:**

* Booking reservation of Services and Test Drive get easier and more accessible by Developing Porsche Qatar Mobile app and upselling increased by 30%.
* Substantially increased performance and prolong lifespan of all IT Equipment’s by implementing Preventive Maintenance in the company.
* Reduced workstation set-up time by 50% by developing a disk-cloning procedure for streamlining OS system implementation and security properties configuration.

Dear Sir/Madam,

I’m writing to express my interest working with your good company as an IT Support, Desktop/Server Support or System Administrator with 3+ years experienced in GCC (Qatar) and total of 6+ years combined experience from my previous jobs as an IT support with Strong knowledge of Software application glitches, System Administration and Hardware troubleshooting.

I’m looking forward to do business with you.

God bless.

Thank you.