**RAINDY**

**RAINDY.343807@2freemail.com**

**CAREER OBJECTIVE**

To practice my profession as an **IT Support Specialist**and develop my competencies thru hands-on experience of technology. By joining your company, I would be able to contribute to the advancement of the organization as I develop into a socially responsible citizen.

**SKILLS AND CAPABILITIES**

* Can troubleshoot and repair computer hardware/software/network issue
* Administered E-mail hosting google apps, exchange online (office 365) and yahoo aabacu.
* Proficient in windows Xp/Vista/7/8, 10, MAC OSX series, MAC OS El Capitan, MAC OS Sierra, MAC OS Server
* Installation and configuration windows server 2008 and server 2012 package.
* Configure RAID and File Server
* Administered of ADDC, GPO, DNS, DHCP, profiling and Hyper-V (win 2008 and 2012)
* Proficient in MS Office Suite 365, Peachtree andPhotoshop.
* Through understanding of structured cabling, IP PBX, and CCTV’s.
* Basic knowledge configuration routers, switches, Access Point and UTM firewall
* Deep knowledge of installation and uninstallation methods of general utility software
* Get on well with people and establish good working relationships as a team

**WORK EXPERIENCE**

**Asara Group DMCC**

**System Administrator (From 29th Sept 2016 – Present)**

* Provide access read/write permission and restrictions to user using MAC Server OS application.
* Configure user email account through iOS, android, MAC outlook and windows outlook through imap, pop3 and active sync protocol.
* Monitor and configure daily backups and restore procedure if necessary
* Monitor and manageE-mail/website hosting subscription, UTM Firewall subcription, software updates and patches.
* Responsible for diagnosing & resolving hardware, software and end users issues.
* Monitor and maintain Static IP address of printers, scanners, biometrics, PC, MAC mini, iMac, apple TV, IP PBX/IP phones, switch and UTM Firewall.
* Update records of IT assets inventory, user passwords and invoice monthly/yearly subscription.
* Quickly responding issue to manager, accounts,projects and commercials for inquiries and concerns.

**Alpha Data LLC**

**IT Support Technician (From 16th July 2014 – 16th May 2016)**

* Quickly responding issue to Receiving Officer Area, Logistics Area and Loading Area for inquiries and concerns.
* Provide peripheral devices like DVR’s, scanners, UPS, Printers, digital scale etc. if necessary.
* Monitor and maintain IT network to ensure availability to all users daily.
* Coordinate IT Supervisor via email, phone and face to face for the site status.
* Crimping, Patching, and Termination (cat5e and cat6).
* First and Second level of escalation.
* Support DRS, FMS, ERP, software deployment and inventory of peripherals and devices.
* Configure MS Outlook, Remote End-user, RAID and File Server
* CCTV back-up recording, port forwarding and configuration.

**First Select International Recruitment**

**IT Support Technician (From 16th July 2013 - 13th Jan 2014)**

* Quickly responding issue to Receiving Officer Area, Logistics Area and Loading Area for inquiries and concerns.
* Provide peripheral devices like DVR’s, scanners, UPS, Printers, digital scale etc. if necessary.
* Monitor and maintain IT network to ensure availability to all users daily.
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* Configure MS Outlook, Remote End-user, RAID and File Server
* CCTV back-up recording, port forwarding and configuration.

**Pan Gulf Business Centre**

**Computer Operator cum Office Assistant(August 2011 – 14thJuly 2013)**

* Keeping the company’s files, bank records, profiles, invoices and other documents
* Installation, configuration, troubleshooting, repairing & maintenance
* Daily updating machine counting’s (Konica Minolta Bizhub c450 and 750).
* Deposit cash, cheques and widraw.
* Maintain system, back up files record, and update application.
* Designing business cards and letterheads depending on client’s perspective.
* Providing quality customer service and ensuring customer satisfaction while attending customers.

**Himamaylan City Hall, Government**

**IT Support Technician**(**Jan 2009 – Dec 2010)**

* Monitor and troubleshoot LAN installed and configured routers and switches.
* Providing technical support for hardware and software issues in the office.
* Setting up and maintaining backup system for file servers and in-office desktop computers.
* Perform wiring and daily maintenance of internal computer systems.
* Identify and remove computer viruses and provided major repairs.
* Assists in the installation and updating of software, as well as the setup and troubleshooting of all
* Encoding for the membership of Philippine Health budgeted by a City using MS Database format.
* Encoding a list of active voters for the preparation of City Election under the supervision of COMELEC.

**Megabit Computer Solution**

**Sales Representative (Nov 2006 - May 2007)**

* Provide detailed information of hardware installed in the system to customers
* Responsible for troubleshooting of system within guarantee period
* Attends trainings and meetings
* Maintain records of paper works
* Responsible for calls and convince customers
* Ensure safe delivery of computers to the customer

**EDUCATIONAL ACHIEVEMENTS**

**Bachelor's Degree of Electronic and Communication Engineering**

**College of Saint Agustin Bacolod, Philippines 2001-2008**

**PERSONAL INFORMATION**

* Date of Birth: 22 February 1985
* Place of Birth: Philippines
* Height: 5’ 8”
* Citizenship: Filipino
* Marital Status: Married
* Religion: Roman Catholic