|  |  |
| --- | --- |
| James | Mobile# C/o 0502360357 | [james.346733@2freemail.com](mailto:james.346733@2freemail.com) |

SUMMARY OF QUALIFICATIONS

|  |  |
| --- | --- |
| * Experienced IT Infrastructure Professional with more than fifteen (15) years of in-depth experience as IT Technician,IT Support Consultant, Level III Server Technician, Server Operation Specialist, Senior Technical Solutions Consultant, Senior IT Infrastructure Leader, Systems Administrator andTechnical Support Specialist. * Well versed in IT Infrastructure operations, responsible for the administration and maintenance of Servers and critical business systems (Client to Server applications), Computer Workstations (laptop and desktop), Network, Storage, and Backup. Ensuring that all components of IT infrastructure are properly secured, monitored, maintained, installed, and upgraded from main site across remote sites. * Proficient in network printers such as Xerox, HP, Dell, Epson, Kyocera, Ricoh and some other brands including dot matrix printers. Has knowledge in installing, configuring, and resolving technical issues. * Strong skills in pc and server builds, OS and Hardware installation and configuration, support, repair and troubleshooting. * Proficient in maintaining VOIP system, phones and networks. * Thorough experience in Helpdesk operations, providing Tier 2 and Tier 3 support in troubleshooting server, network, and desktop issues, and delivering the results in a proper and understandable documentation. * Experienced in Network Cabling installation and termination from patch panels to information outlets. * Have knowledge working as an IT Security Officer, responsible for establishing and enforcing IT security policies, procedures and technologies to mitigate corporate security risks. * Excellent work ethic, verbal and written communication skills, solid critical thinking and problem-solving skills. Goal oriented and an effective team player with team leadership qualities that can collaborate at all levels in a company. * Over two years working in Ontario, Canada; I have completed many IT projects forseveral companies in Timmins and also as an IT administrator, maintaining their IT Infrastructure. * CompTIA Server+ Certified Professional, Microsoft Certified Technology Specialist, and RMM Continuum Certified IT Expert (MSP) * Knowledgeable and Experience to the following: | |
| Softwares | MS Server (NT, SBS, Standard, Enterprise, Core server, Essentials) 2003/2008/2008 R2/2012/2012 R2, MS Desktop XP/7/8/10, VMware VSphere, MS Hyper-V, SAN and Backup systems, Active Directory and GPO, Microsoft Networking, IIS, SQL, WSUS, Exchange, Centralized Managed AV (McAfee EPO Server, Symantec Endpoint Protection, Vipre Business Premium, Webroot), Xerox device agent | |
| Hardwares / Appliances | Enterprise Servers (IBM, HP, DELL), SAN (EMC, DELL, IBM), Backup (Dell tape library, IBM LTO tape drive, RDX), Network/Firewall Device (Cisco, HP, Dell, and SOHO routers such as Netgear, DLINK, etc..), Dlink Web Smart switch and APs, Ubiquity Unifi AP and Security Gateway, VOIP (Digium Switchvox), Apple computers (IMAC and MacBook) | |
| Management tools | VSphere client and VCenter, Hyper-V Manager and SCVMM,SCCM, Dell DRAC/IDRAC and Lifecycle Controller, IBM Intelligent Management Module, HP ILO Management, Avocent DS View, Citrix Xenapp, Solarwinds Network Management, MS RDC Manager,EMC Navisphere and Networker, VEEAM, Backup Exec, Windows Backup/WBadmin, Continuum NOC Managed IT Services, Autotask, Cherwell Service Management, IBM Websphere | |

|  |
| --- |
| **KEY SKILLS AND COMPETENCIES**   * Managing and administering server, network, data center, and helpdesk operations. * Installing, and configuring servers, networks, and user workstations. * Problem-solving and troubleshooting, resolving problems using Intuitive or Systematic Approach. * Performing Project Management for IT Infrastructure projects. * Documenting standard procedures of IT Infrastructure management (ISO 9001:2008 QMS). |

**ACCOMPLISHMENTS HIGHLIGHTS**

(Selected accomplishments)

* Successfully deployed VMware infrastructure with Windows Server 2012 R2 Guest OS for customer’s SAP project.
* Completedseveral projects on Server Hardware Refresh and Transitioning of Windows server and domain controllerfrom Small Business Server to Windows 2012 R2 Standard and Windows 2012 R2 Essentialsfor several businesses in Timmins, Ontario. And effectively maintained their servers and solved issues related to desktops, laptops, networks, printers, and to any IT related components.
* Deployed Xerox Device Agent to one of the mining companies in Timmins to properly manage and maintain all network printers in a single console.
* Setup Site to Site VPN tunnel between Timmins and Mississauga using SOHO VPN Router network appliance and PPTP VPN tunnel using MS VPN for remote users.
* Provided assistance in maintaining Digium Switchvox VOIP servers and phones. Successfully resolvedVOIP issues and supported the customer’s telephony operations.
* Maintained the smooth operation of servers in all Data Centers globally. Collaborated with Global IT Team and established PCI security compliance for AFNI, Incorporated Philippine site.
* Designed and implemented project improvements to maintain the stability of IT infrastructure operations and to secure data and communication. (1.Disaster Recovery projects with the use of virtualization, 2.Virtual Local Area Network (VLAN) to solved the lack of IP address in a class C network, 3.and Established and enforced IT security policies, procedures and technologies to mitigate corporate security risks)
* Rehabilitated Data Center for increased visual appeal, efficiency, and manageability. Reorganizedracks and cabinets for better air flow. Re-cabled network and power to replaced old cables.Replaced UPS battery to ensure its effectiveness during a power outage.
* Set up and managed a Virtual lab environment to effectively assist developer team for their in-house developed application testing. It is also used to test out serverpatches prior to production. As well as to test integrity of data that has been backup to tape.
* Played instrumental role in successful deployment of Global network project; Active directory and Exchange mail migration.Led the Philippines Infrastructure team in performing the installation of Windows server 2003 andActive directory, as well in migrating of computers to Ajinomoto domain and users to Exchange2003 mail server.
* Replaced an outdated Bus network with a Star network to eliminate shared communication cablesand to take advantage of 100Mbs Ethernet network speed.
* Developed data center maintenance tasks to prevent unattended downtime and future problems and build an IT Infrastructure guidelines and procedures in monitoring servers and networks in compliance to ISO 9001:2008 QMS.
* Took initiative to learn basic best practices to manage IT Infrastructure effectively. Had establishedhelpdesk process for improved efficiency in handling and solving user concerns and issues. Developed IT Infrastructure guidelines and procedures in monitoring servers and networks.
* Established Microsoft Remote Access Server as a contingency plan for branch sites internetconnection downtime problems.
* Established Linux server and utilized Samba server as a file server, POP3 Mail server, and dial-inserver.
* Installed CCTV camera and configured DVR system to assist company’s security officers in securing the business premises.

**PROFESSIONAL EXPERIENCE**

(most recent tenyears of employment)

|  |  |
| --- | --- |
| Loosestring Designs  **IT Technician** | January 2016 - Present |

Monitor and maintain the computer systems and network infrastructure to ensure stability of operations and to provide technical assistance to computer users by resolving technical problems.

|  |  |
| --- | --- |
| Sushi Shop  Cook | August 2016 – February 2017 |
| Computer ETC Timmins  **IT Support Consultant** | February 2016 – August 2016  June 2015 – September 2015 |

Provide support on servers, desktops, laptops, networks and other IT related components tocustomers over the phone, remote assistance, on-site and in-store. Troubleshoot and respond to service desk tickets for software and hardware issues, including remote support of Servers, PC’s and peripherals in a networked environment.Maintain detailed troubleshooting service log for problem identification and resolution. Provide training, advice and support to end users.Assist with client technology needs analysis and technology planning and assist with implementation, including hardware and software installation and configuration.Perform business system and network administration support including backup security management, user account management, email systems and servers, internet access, phone and office systems, electronic media and applications support.

|  |  |
| --- | --- |
| Lucid Networks Corporation  IT Services Team  **Level III IT Server Technician** | December 2013–April 2015 |

Design, install, configure and maintain servers and networks as per customer requirements. Work with Continuum NOC team to support servers, networks, and computers 24/7. Provide support on Level II activities such as deploying and troubleshooting desktop, laptops, printers, also support minor hardware and software issues for OSX platforms.

Worked as an Outsourced Technical Service Contractor for Computer ETC Timmins from April2015 to June2015

|  |  |
| --- | --- |
| AFNI, Inc.  Global Network Operations Center – Server Team  **Server Operations Specialist (Tier2 and Tier3)** | June 2013 – November 2013 |

Monitors and analyzes the status of servers, networks and storages at all Data Centers located in Philippines and US sites. Respond to outages and alerts, troubleshoot or escalate issues to Tier 3 support. Perform nightly tasks such as server patching and server support.

|  |  |
| --- | --- |
| Self Employed – Black Led Studio IT and Graphic Design | April 2011 –November 2013 |

**IT Consultant, On-call and Remote IT Support**

Performs consultancy work for IT Infrastructure projects and provide On-call and Remote IT support

|  |  |
| --- | --- |
| Optimax Solutions Systems, Inc.  Core IT Infrastructure Team  **Senior Technical Solutions Consultant** | April 2011–March 2012 |

Perform consultancy services and pre-sales solutions for Microsoft related products (Active Directory,

Exchange, Hyper-V, etc..) to customers. Perform project management and supervises Technical Consultants and Technical Engineers. Perform research and development of products and solutions.

Develops and maintains effective relationship with internal and external customer. Provide technical

support of company’s products and services to in-house client, partners and external clients/customersthrough phone, email and on-site.

|  |  |
| --- | --- |
| Ajinomoto Philippines Corporation  Information Technology Department  **Senior Leader IT Infrastructure / Systems Administrator** | Dec 2005 – April 2011 |

Manage numerous critical projects and administer 11 Physical servers, 2 VMware ESX Host servers, 20 virtual machines, 1 EMC SAN, EMC Backup Server, DellPowervault tape library, and 700 workstations in 40 sales stations sites, and 50 workstations in 2 factory sites nationwide in a multiplatform LAN/WAN environment.

Maintain support for leading edge technology and mission critical enterprise system. Provide design, configuration, testing, implementation and ongoing management of company’s IT Infrastructure. Lead and mentor team in troubleshooting server, network, workstation, system problems and deploying or upgrading software/hardware at nationwide sites.

|  |  |
| --- | --- |
| Freelance Work and Part time Employment  The JOMO Production | April 2005 – December 2005 |

**IT Consultant:** Build Computer and Network Infrastructure. Design, install, and configure the network, thecomputers for Digital Video Editing, and the Server for storing files.

**Computer Technical Support:** Maintain and troubleshoot Digital Video Editing computers, Server and network as needed.

|  |  |
| --- | --- |
| JRS Business Corporation  EDP Department  **EDP Supervisor / System Administrator / Webmaster** | December 1999 – May 2005 |

Maintain the stability of IT operations for servers, network, computer, and mission critical enterprise system. Create, maintain, and manage corporate website and monitor website performance.

**RELEVANT TRAINING**

**Windows 7 and Office 2010, Deploying**

Microsoft Partner Training, 2011

**Critical Thinking Training**,

Guthrie-Jensen Consultants, 2010

**VMware Technology Training**,

Equicom Inc., 2009

**Planning, Implementing and Maintaining Active Directory 2003 Infrastructure 70-294**,

DB Wizard, 2008

**CCNA 1 Bootcamp– Networking Basics**,

Meralco Foundation Institute, 2007

**EDUCATION**

College Diploma in Computer Programming, AMA CLC, 1997