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| Verna Verna.348734@2freemail.com  |
| An experienced Information Technology Specialist with over 13 years’ experience in providing technical solutions through high-quality service and support. A professionalwho provides specific troubleshooting and assistance services to computer users. |
| Areas of expertise |
|  | * Managing overall IT services for school
* Platforms: Microsoft Windows 7/8/10, Window Server, MAC
* IP Telephony: IP Office Manager
* Networking skills for wired/wireless devices and VPN configuration for Small Office Home Office (SOHO) and corporate customers.
* Hardware and networking
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| professional Experience |
|  | IT Manager | 2012 - 2017 |
|  | ICademy Middle East FZ LLC / Dubai, UAE* Created and maintained databases, network accounts and programs for specific department needs.
* Configured user account, maintain and troubleshoot AVAYA IP Office Manager, IP Phones 1608/1616, softphone, and VPN account for softphone users.
* Maintained records of daily problems and real-time actions were taken while providing technical support via telephone, chat, and email to help resolve IT-related issues in a timely manner.
* In charge of proposals to ensure bid submission are well within its due dates.
* Works closely with the supplier to outline system project priorities, scope, approach, resource requirements, timing deliverables, funding and provides project status reports and resolves day-to-day issues.
* Trained users in proper use of hardware and software devices.
* Followed internal procedures for (new/change/remove) requests, incident report, and escalation.
* Ensured proper installation of cables, equipment, operating systems, and software.
* Provided refresher training session for technical documentation and procedures.
* Negotiate contracts and manages the purchase of IT devices while maintaining vendor relationship.
* Performs maintenance of computer stations and software upgrade for school programs and provides additional support if necessary.
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|  | Network Operation Centre Engineer | 2008 - 2011 |
|  | Digitalskys FZ LLC / Dubai, UAE* Coordinate with the Satellite Operator & Field Engineers to bring the new Sites into the Network and interacting with the Customers, Satellite Operators for resolution of Service related problems.
* Provide technical support via telephone, chat, and email on answering inquiry and troubleshooting to address customer concerns and provide quality customer service.
* Conduct site survey for possible VSAT location.
* Manage and maintain the Network Monitoring System using iMonitor tool, which provides the status, traffic and RF signal.
* Monitor the traffic load on network links using Multi Router Traffic Grapher (MRTG) tool wherein it generates HTML pages containing images, which provide a LIVE visual representation of this traffic.
* Generate a report for daily activity.
* Creates sites using an iBuilder tool and commissioning of Earth station antenna.
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|  | Network Surveillance Agent | 2006 - 2007 |
|  | Sykes Asia Inc. / Quezon City, Philippines* As part of the Network Surveillance Team, we monitor all customer alarms using a tool as well as maintaining the center’s daily workload and ticket flow. The team is responsible for monitoring all new alarms and ensuring to the customer of the 15-minute S.L.A. (Service Level Agreement) will be met. The team is divided into 3 namely:
* Queue Manager - Manage the whole ticket bin especially new tickets from the Netcool tool and the tickets that are put on cover off and assign the ticket to proper engineers in a timely and orderly manner. Coordinate with A.M. to verify if new alarm/ticket is related to another ticket.
* Alarms Manager - Monitor the alarms in Netcool. Provides initial testing to alarms by doing a ping test.Coordinate with Q.M. to check if there is an open ticket existing for the SAME COMPANY AND SAME SITE and if it’s related with the new alarm.Create new tickets from alarms or holding the alarms if necessary.
* Notifier/s - Coordinates with A.M. for customers/tickets that need to be worked on or notified.Coordinates with Q.M. for a ticket that needs to be assigned after notifying the customer.

Product Support Specialist 2003 – 2006Link2Support Inc. / Quezon City, Philippines* Configure Linksys modems/routers, VPN, hubs, and switches, network attached storages, gigabit cards, print servers, specialty products like media adapters, USB Bluetooth adapters, media links, wireless video cameras and VoIP devices.
* Assist customers in installing and troubleshooting devices.
* Assistant Team Lead | Officer in Charge if Team Lead is unavailable.
* Conduct team sessions for product refresher course.
* Handled escalated calls from team members to resolve client inquiries regarding computer-networking problems based in case handling procedures.
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| Education |
|  | AMA Computer Learning Center | 2003 |
|  | Parañaque City - Philippines* Computer System and Network Technology
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|  | **Emilio Aguinaldo College**1997Manila – Philippines* Bachelor of Science in Respiratory Therapy
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| training, workshops and certification |
|  | * Microsoft Certified Technology IT Professional (MCITP)
* Microsoft Certified Technology Specialist: Windows Server 2008 Network Infrastructure, Configuration
* Microsoft Certified Technology Specialist: Windows Server 2008 Applications Infrastructure, Configuration
* Microsoft Certified Technology Specialist (MCTS)
* Microsoft Certified IT Professional: Enterprise Administrator on Windows Server 2008
	+ - * Microsoft Certified IT Professional: Server Administrator on Windows Server 2008
			* iDirect iOM
			* Online Cisco Training
			* Linksys Advanced and Special Devices
			* Wireless, Broadband, Cable and Network Technology Using Linksys Products
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