# CAREER OBJECTIVE

IT Professional with 5+ Years of working experience for various industries providing support to end-to-end users and clients, driven individual seeking and aiming to use my analytical skills and technical knowledge that I gain for the past few years on the position I’m applying for.

# PROFESSION AL EXPERIENCE

Betica Technology Solutions (Software Consultancy)

IT Support Specialist, May 25, 2015 – Present

Main IT Support of the company directly reporting to the Chief-Technology-Officer

Achievement: Design LAN and WAN for the extension office

Strategy & Planning

Evaluate documented resolutions and analyze trends for ways to prevent future problems.

Acquisition, Procurement and Deployment

Gather and document list of suppliers and service providers Operational Management

* Maintains Linux Server good status by checking hard disk status, network connectivity such as VPN to other client, and making sure services that are running on the server efficiently working.
* ISO 17025 Internal Auditor

Carlo

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* Train Users on using different company equipments
* Document and maintain hardware and software inventory
* Fulfill incoming help requests from end users via phone and email in a courteous manner.
* Perform server maintenance, making sure that services are up and running
* Coordinate with service providers (i.e. ISP) to ensure there are no or minimal interruption in day-to-day tasks  Administration of IT Devices
* Prioritize and schedule problems. Escalate problems (when required) to the appropriately experienced technician.
* Record, track, and document the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to the final resolution.
* Apply diagnostic utilities to aid in troubleshooting.
* Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
* Identify and learn appropriate software and hardware used and supported by the organization.
* Ensure that the all software being used by the company is properly licensed
* Perform hands-on fixes at the desktop level, including installing and upgrading software, implementing file backups, and configuring systems and applications.
* Test fixes to ensure problem has been adequately resolved.
* Perform post-resolution follow-ups to help requests, develop help sheets and knowledge base articles for end users.
* Perform related duties consistent with the scope and intent of the position.
* Perform preventive maintenance and setting up computer security measures on all company equipment
* Perform other additional miscellaneous task (i.e. graphic design, pickup equipment, etc.) that are required by the management

Makati Development Corporation (Engineering and Construction Company) Technical Support Specialist, June 18, 2012 – May 22, 2015

* Point-of-Contact for Projects site-to-site problems
* Handles IT Request for different projects
* Implements the Quarterly Preventive Maintenance to IT Devices and Computers and Records and Update Hardware and Software Inventories
* Reviews the standard procedures for regular maintenance of server.
* Designs, monitors and manages organization’s network structure that includes LAN and WAN, routers, switches, cabling, remote access, work stations, servers, printers and communication system to achieve optimum performance and deliver the required information.
* Ensures basic security components are in place and fully functional (firewall, antivirus, spam filter, intrusion detection, etc.) and reviewing security systems and controls and address any perceived vulnerabilities.
* Configure Network Radio for remote locations that don't have internet access
* IP Camera installation, management, and configuration to monitor office remotely.

# SKILLS

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|        | Knowledge in Linux Operating System and System Administration Familiarity with ISO 17025 Design LAN and WAN networks for new offices. Proficient in Windows and MacOS Management Adept in Microsoft Office 365 Administration Excellent in Hardware and Software Troubleshooting.  |       | Network CCTV, IP Cameras, Biometrics Administration and Installation Familiarity with Graphic Designing Tools (Adobe - Photoshop, Illustrator, and InDesign). Able to work under pressure and meeting deadlines. Efficiency in 3D Modeling using Autodesk Maya CCNA Routing and Switching Trained  |

T R AI N I N G S

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| Cisco Certified Network Associate Bootcamp  | WhiteLogic IT Training Services  |  2 September 2017  |
| Linux System Administration  | Active Learning  | 30 June 2015 – 3 July 2015  |
| ISO 17025:2005 Awareness Training  | Betica Technology Solutions  | 18 June 2015  |
| Business Communications Skills Workshop  | Betica Technology Solutions  | 24 June 2016  |
| MEC NETCAMP B.Y.O.D – Network Security Training  | MEC  | 5 April 2013  |

E D U C AT I O N

HOLY ANGEL UNIVERSITY, ANGELES CITY

Bachelor of Science in Information Technology, 2007 -2011 Major in Multimedia Technology

Available for Relocation