**Rolando**

[**Rolando.361055@2freemail.com**](mailto:Rolando.361055@2freemail.com)

**Objectives**

To achieve high career growth through a continuous learning process and keep myself dynamic, visionary and competitive with the changing scenario of the world.

**PERSONAL INFORMATION**

*Date of Birth*: January 28, 1986

*Place of Birth*: Bacolod City, Negros Occidental Philippines

*Age:* 30 yrs. Old

*Status*: Single

*Nationality*: Filipino

*Language Spoken*: English, Filipino, Hiligaynon, Bisaya

**WORK EXPERIENCE**

Transcom Worldwide Inc.

* ***IT Administrator (March 28, 2016 – Present)***
* Provide 1st and 2nd level remote support for all applications and technologies that are site, country or region specific.
* Collaborates with IT Regional Coordinator in the management of Regional IT infrastructure, such as desktops, printers, servers, software, asset inventory and standard network services by using system to remotely manage all centers
* Participates in the development, operation and maintenance of departmental/regional production and administrative applications.
* Analyze and fully understand issues
* Determine cause of issues and implement permanent fixes to avoid recurring issues and bugs.
* Document issues and develop trouble shooting guide whenever necessary.
* Prioritize urgent issues that arise over other tasks.

*Bacolod Our Lady of Mercy Specialty Hospital*

* ***Management Information System / IT Staff (March 2, 2015 –November 9, 2015)***
* installing and configuring computer hardware, software, systems, networks, printers and scanners
* planning and undertaking scheduled maintenance upgrades
* talking to employees and computer users to determine the nature of problems
* responding to breakdowns
* investigating, diagnosing and solving computer software and hardware faults
* repairing equipment and replacing parts

*Gamers On Internet Café*

* ***Computer Maintenance Technician (January 15, 2014 – February 25, 2015)***
* Disassemble and Assemble Desktop
* Installation of Operating System and Drivers
* Installation of Hardware and Software System
* Configuration of Computer Network
* Troubleshooting of hardware, software, network and peripherals

*Panasiatic Solution*

* ***Technical Support Representative (October 2010 – August 2011)***
* Assisting on activating customer’s phone
* Assisting and troubleshooting customer’s phone
* Documenting of customer’s issue and queries
* Transferring call to appropriate department

**AREAS OF EXPERTISE**

* Diagnostic
* System Back up
* End User Support
* New Installation and Support
* Problem Identification
* Maintenance of Hardware, Software and Network

**KEY SKILLS AND COMPETENCIES**

* Physically fit & able to lift IT equipment, crawl under desks to access cabling etc. Experience of problem resolution & quality assurance procedures.
* Able to communicate complex IT issues to suppliers and non-technical staff.
* Ability to work well in a team environment.
* IT security experience including anti-virus / malware, encryption deployment.

**TRAININGS:**

* *Lasaltech Computer Training Center (Computer Hardware Servicing NC II)*
* *Disassemble and Assemble Desktop*
* *Installation of Operating System and Drivers*
* *Installation of Software’s*
* *Configuration of Network (TCP/IP)*
* *RIvan IT Cebu (CCNA 200-120 Routing and Switching)*
* *Configuration of Cisco Router*
* *Configuration of Switches*
* *DHCP,IP routing, EIGRP, OSPF, Vlans, VTP,*
* *Tesda (Technical Education and Skills Development Authority)*
* Autodesk (Autocad 2D/3D)
* Mechanical and Architectural Drawings

**ACHIEVEMENTS:**

* *National Certificate II in Computer Hardware Servicing*

**EDUCATIONAL BACKGROUND**

**Tertiary**:

* Riverside College (Bachelor of Science in Nursing 2003-2007)

**Secondary**:

* St. Joseph’s High School (2002-2003)