**OBJECTIVE**

 *Aimed to present and develop a strong sense of success and achievement in all aspects of ICT Resources development, management, and operation. Providing necessary technical support with utmost diligence and commitment to clients and business partners, and present a great degree of collaboration and initiative towards customer service delivery with positive drive to obtain team goals with excellence.*

**PROFESSIONAL PROFILE**

* Solution-driven professional with extensive experience in project implementation, management, and support in all areas of IT Solutions and business application, and with strong sense of planning, analysis, strategy, and objective towards common goals.
* Well experienced and oriented in standards and best-practice of ICT Solutions, applications, and system operation in both business and accounting processes with proven ability to manage and support ICT Resources and requirements on any business functions and operations, and disaster response in any part of the Globe.
* Highly analytical with sound interpersonal skills blended with initiative and experience contributed in accomplishments and performance of duties and responsibilities even on high pressure, and with clear sense of understanding towards clients, vendors, and peers from far countries and diverse cultures and environment.
* Resourceful, creative solution provider with proven aptitude in analysis, problem isolation, and sourcing-out resolutions and requirements for business development and IT-technical framework.
* Strongly motivated and passionate in all undertakings from project planning, implementation, and management, delivering services and solutions with great degree of team-work and professionalism.
* Proficient in English communication both verbal and writing, with effective ability in collaboration and liaising with clients and vendors alike, and facing challenges in positive approach and objective.
* Possess a strong sense of commitment and dedication towards work and organization, and balance any given role and undertakings on the virtues of professionalism, family, and Christian values.

**KNOWLEDGE, SKILLS and EXPERTISE**

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| --- | --- |
| * + **IT Resources Admin. & Management**
* Network Security & Risk Management
* Assets & User Access Management
* Engineering & Security Operation Management
* Disaster Recovery & Business Continuity Planning
* Support Staff Structure & Capacity Management
* Incident tracking, reporting & tasks management
* System Upgrade, update, & Change Management
* Communication, Documentation & Reporting
	+ **ICT Project Methodology & Management**
* Project Initiation / Planning/ Assessment
* Project Work plan/ Execution / Migration
* Project Change Control /Management
* Project Testing & Documentation
* Vendor Coordination/collaboration /management
	+ **Leadership/Governance/Management**
* Best practice in management principle- COBIT & ITIL
* ICT Access, Usage, & Security Policy (Best Practice)
* Security standards & best practice – CISSP Guidelines
* DRP/BCP Plan/ implementation/simulation/upgrade
* ICT Budget / cost analysis on system maintenance /operation/upgrade
* Team / staff support & capacity management/
* Project Support/Implementation/management
* High standard customer service & professionalism
 | * + **IT Infrastructure Development & Management**
* Cisco Platforms and multi-hardware interoperability for LAN / WAN / Wireless solutions
* Windows Servers & clients Platforms & Solutions
* VoIP technology & Solutions platforms
* Multi-VLAN solutions on LAN /WAN/ Wireless
* Cloud-based Platform and LTE Technology solutions
* Connectivity on internet & VPN Solutions
* **Network Infra. Administration / Management**
* LAN/WAN/WLAN & VLAN network admin. & Management on multi-hardware solutions
* Servers & user access monitoring/management with security & access level policy & protocol
* Cloud-based network solutions admin. & Management that includes – Cisco, Meraki, Fortigate, & other tech.
* Network & Web security mngt. & anti-virus solutions
* Hardware & software maintenance following lifecycle
* **Systems & Database Admin. / Management**
* Email system – Lotus Notes & Domino server
* Finance & MicroFinance application on Windows Platform
* Business Enterprise Application with ERP & SCADA sol’ns.
* Telecommunication & Internet Solutions (Wireless/LTE)
* Application with SQL Server DBMS Backend management
* Database backup / data-synch on SQL DBMS Platform
* Data migration /system integration & script execution
* SQL Reporting service & Server Management
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**PROFESSIONAL EXPERIENCE and ACCOMPLISHMENTS**

*Jan. 2017* **ICT Consultant (Self-Employed)**

 *To G-Tech ICT Services / Consultant*

*Present Zamboanga City, Philippines*

* Personally established a consulting firm on ICT Services and solutions catering both small and medium scale enterprise on their network and security requirements and concern, connectivity and network admin., management and upgrade.

*Feb. 2014* **SR. SERVICE MANAGEMENT ADVISOR-Asia Pacific**

 *To* WVI – Global Center Manila/Philippines (GCMO)

*May 2016* Global ICT – Engagement and Service Management Team

* + Successfully managed and completed the network infrastructure upgrade across four (4) countries in WVI-PTL (Pacific Timor Leste). From project assessment, strategic planning, to implementation in all Head offices and remote branches of *Papua New Guinea, Solomon Islands, East Timor, and Vanuatu.* Also developed the PTL IT Support Structure and Capacity upgrade, and completed DRP module one and other ICT Policies.
	+ Supported the prime-implementation team on Global Project Management System – Horizon 3.0 and handled the country-site Pilot UAT and evaluation in *Vietnam* as key facilitator during the initial phase of development.
	+ Successfully managed and completed the Network Infrastructure development project in the new office building of East Asia Support Office – *Bangkok, Thailand***.** From network infrastructure assessment and evaluation, recommendations with development and implementation work-plan and actual work supervision.
	+ Accomplished all responsibilities in providing technical support and relief operations as part of WVI-Rapid Response team – Calamity and Humanitarian Support project in Philippines -Typhoon Haiyan Response in 2013. Assessment and building-up ICT support team and resources in main HQ and site evaluation and operation support in different devastated areas.

*Sept. 2008* **CUSTOMER SUPPORT ANALYST II**

 *To* World Vision International

*Jan. 2014* Global ICT – Microfinance IT Solutions Support Group (MSG)

* Successfully managed and completed all given responsibilities covering system migration and upgrade, data admin., and technical support both on-site and remote access to our prime clients serving Microfinance Business – WVI Vision Fund in Four(4) different countries, and with collaboration from vendors from India (InfraSoft) and USA (Kredits)
	+ - *Ethiopia, Ecuador, Ghana, and Philippines*
* Personally managed and competed all network infrastructure Upgrade projects with clients – WVI VisionFund in three(3) different countries prior to the Microfinance System Upgrade. From network assessment, solution-proposals and work-plan, vendor management, deliberation and implementation, and with testing and documentation.
	+ - *Ethiopia, Ghana, Philippines*
* Developed and applied an IT Support Structure – capacity and skills upgrade through proper capacity assessment process and training in relation with the Network Upgrade scope and solutions implemented in these four(4) countries.
* Effectively worked with teammates and counterpart in providing support remotely to WVI-VisionFund offices in different countries. Covering Microfinance and Accounting Systems, database admin. and synchronization, network operation, administration and troubleshooting, addressing security threats and risk, and assisted in developing DRP respectively.
* Effectively managed and maintained all server units with Microfinance Central Reporting System and Consolidated database hosted in KL-Malaysia Datacenter. Done with proper collaboration from vendor(India) and KL-Support team.

*Apr. 2006* **IT MANAGER**

 *To* World Vision International

*Feb. 2008* Indonesia Tsunami Response Team- (ITRT) Bandah Aceh, Indonesia

 *Asia Tsunami Response Team – (ATRT) Singapore* (***Technical Analyst II)***

* Successfully managed and completed all duties and responsibilities as manager in Bandah Aceh, Indonesia during the Tsunami Response Project, WVI – ITRT. Engaged not only on technical support but also in a major Relief and Humanitarian support operations (e.g., livelihood and shelter development) in different affected remote areas-zone offices.
* Worked as project in-charge on Network Infra. Upgrade project implementation at the ITRT HQ-Offices in collaboration with vendor from Singapore. Solutions applied includes security enhancement via Cisco Firewall upgrade, anti-virus central monitoring via McAfee EPO, multi-segment network domain via VLAN, and wireless security access and authentication solutions via RADIUS protocol with domain controller and active directory.
* Managed and improved connectivity in all remote zone offices which utilizes VSAT, and upgrade network access and security thru proper Cisco devices and protocol, and provided required technical support to field staff in operations, communication, and system applications, Microsoft Office, Lotus Notes, VPN link, web-based aps, & Satellite Phones.
* Successfully delivered all required services and managed all ICT resources, servers, ICT Support Staff and customer up-to the program closure in 2008. Taking challenges head-on with pride and dedication in spite of some obstacles like power shortages, language barrier, and diverse environment and personalities as this being an international support group.
* Effectively delivered all duties and responsibilities as ICT Technical Analyst II at the Asia Tsunami Response Team (ATRT) – Singapore HQ. Providing both tier 1 and 2- support remotely to different countries with on-going major Tsunami Response project – Indonesia, Thailand, India, and Sri Lanka.
* Personally volunteered in some relief operation and supported different humanitarian services in different communities which brought spiritually growth and development of my personal perspective in life.

*Sep. 1996* **Information Technology Specialist -II**

 *To* Bayan Telecommunications, Inc. (*BayanTel and Radio Communication of Phil., Inc.- RCPI*)

*Nov 2005* North-Western Mindanao Region, Philippines

* Successfully completed installation of an auto-call billing system for telephone long distance call in 20 public calling offices or PCO in two regions. Utilizing the data-capturing device – Immix Box coupled with billing system link to different phone channels that will auto-compute rate and amount as per long distance calls made by walk-on clients.
* Successfully completed installation of call access billing system (CABS) in PCO and business partners in respective PABX units. Capturing raw data (call data record or CDR) in all telephone calls made – local or international for call auditing and billing prior to interchange-carrier (IXC) agreement / service contract.
* Managed and maintained stable connectivity in HQ and remote PCOs thru different mode; dial-up & leased line link, public internet and VPN. Maintaining network access and security on different platforms – Cisco, Dell, Linksys, HP & Compaq, and wide range of Microsoft aps on server and desktop.
* Accomplished successfully a wide range of ICT Support in main office and twenty(20) remote public calling offices (PCO) in two different regions in Mindanao, Philippines. From network and system admin., project implementation and migration, desktop support, system maintenance, done thru proper channel and coordination with teammates and field office staff.
* Successfully supported clients and business partners in different remote areas and island-provinces on system implementation, operation & maintenance, users training, and data-processing for data-capturing and billing system on tele-communication system.

*Feb 1991* **Computer Instructor and System Engr.**

 *To* Computer Technology Institute (COMTECH)

*Jun 1996* Zamboanga City, Philippines

* Successfully handled and completed different computer training courses both short and long term on Computer Skills Programs. Courses for basics and beginners includes Operating systems – DOS and Windows, word processing and spreadsheet (wordstar and excel). And for advance courses includes Programming fundamentals and languages - Turbo Basic, Clippers, and database management system – Dbase and Foxbase, and Utilities for data recovery and Anti-virus.
* Successfully handled classes on Basic Hardware maintenance and repair, desktop support and file management. Attended different IT Forum as Resource person on basic hardware services and maintenance, windows application, and DOS Utilities. Also handled all technical service, repair, and sales of computer hardware and peripherals being the System Engr.
* Developed a business application system for respective Clients; Medical Product Inventory using Clipper 85 and Foxbase, and Sales Monitoring System and Analysis using the Excel Spreadsheet Macro Programming.
* Developed and enhanced some Instructor’s Guide in reference to updated training courses for both long and short term. Also, created and documented all manuals and guidelines on Basic PC Troubleshooting and Maintenance.
* Participated in several IT Forums as Resource Speaker in Computer System – Basic Troubleshooting and Windows, DOS, and File Management.

**EDUCATION and TRAINING**

* Mar 2017 CISSP Certification Certified Internet System Security Professional – Online Training
* Feb 2016 ITIL Srvc Mgnt WVI eCampus on ITIL Service Management Training Courses
* Jan 2015 InfoSec Training WVI InfoSec Security Awareness and Security Operation Center
* *May 2012* KREDITS -Philippines Kredits Loan Management System (CEV MFI – Business application)
* *Nov 2008* INFRASOFT-India Globalone Banking Application (Omni Enterprise Core Banking Sys)
* *July 2011* COMAT-Singapore Certified Ethical Hacking and Countermeasures (CEH v7.0)
* *Jun 2011* COMAT- Singapore Implementing / Maintaining MS SQL Server 2008 Reporting Services
* *Mar 2007* AVANTUS- Singapore Windows Server 2003 Network Infrastructure - Network Services
* *Mar 2007* AVANTUS- Singapore Managing IBM Lotus Domino 7 Servers & Users
* *Apr 2003* APTECH -Philippines Implementing RDBMS Concepts w/ SQL Server 2000
* *May 2002* BAYANTEL- Philippines Windows 2000 Server & Active Directory- DNS & DHCP Services
* *Dec. 1999* I-ACT Philippines Visual Basic Programming Course (with MS Access DBMS)
* *Nov. 1997* DECISION SYSTEM Phil Telephony Course for Engineers and Technicians (AT&T Switch)
* *Aug. 1997* BAYANTEL Philippines Cisco Router and Firewall Configuration Course (CCNA basic course)
* *Aug. 1997* BAYANTEL Philippines Cisco Networking Concept and Design on TCP/IP (CCNA basic course)
* *1985 –1990* *WMSU Philippines* *Bachelor of Science in Electrical Engineering (BSEE)- college degree*