# Ralph

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###### CAREER OBJECTIVE

### To seek a position where I can fully utilize my acquired knowledge, skills and abilities, through training and education, in the spirit of cooperation and teamwork and to grow in heart and mind, which will in turn allow me to contribute to the success of the Organization’s vision and mission.

**Implementations:**

2009

* Al Tamouh Investments – HP DL180/DL380 Servers upgrades (QLogic card, Processor, Memory)
* Al Tamouh Investments – ESXi 4.0 Implementation on HP Desktops Servers for All Offices Across the region

2010

* Al Tamouh Investments – Windows 2003 Active Directory Implementation and Maintenance for all offices

2011

* Al Tamouh Investments – NetApps FAS-2020 running on Data OnTap 7.3.4
* Al Tamouh Investments – Document Management System migration (Alfresco v1.4)

2012 - 2015

* Member of CSI (Continuous Service Improvement) Team for the following at the National Bank of Abu Dhabi:
* Service Desk Team (Quality, Process and Service Improvement);
* ACR (Access Control Register) Report improvement;

2016

* Member of the review team for Problem, Incident and Change Management Policy and Process for the National Bank of Abu Dhabi;

### SKILLS AND QUALIFICATIONS (Software and Hardware)

### Knowledgeable and experienced in System Administration, maintenance and installation of:

|  |  |
| --- | --- |
| **Email Server**   * Microsoft Exchange * Mercury Server   **Proxy Firewall/Gateway Router**   * Squid Proxy (IPCop)   **eDirectory**   * Microsoft Windows 2003 Server Active Directory * Microsoft Windows 2008 Server Active Directory * DRA Account and Resource Management   **DNS**   * Microsoft Server 2003 * Microsoft Server 2008 | **DHCP**   * Microsoft Server 2003 * Microsoft Server 2008   **Virtualization**   * VMware Server 1.0 and VMware Server * VMware ESXi 4.1 and vSphere Clients   **File Sharing**   * NFS (Unix, RHEL and Fedora) * Windows 2003 Enterprise Server and Storage Services   **Hardware**   * HP Proliants GL180 G6 * IBM DS 4700 * NetApps FAS-2020 |

* Knowledgeable and well-experienced in using and troubleshooting with or on the following technologies:
* ITSM (IT Service Management) tools such as Assyst and HPSM (HP Service Manager)
* SSO (Single Sign On), Impravata and RSA Security technologies
* DRA Account and Resource Management
* Management of Business Objects Reports (Crystal Reports)
* Odyssey Network Manager
* Cisco Guest Account Manager
* Knowledgeable in User Access Management (Example: Intellect, Murex, ICCS, etc)
* Well-experienced in troubleshooting and managing ACR Reports (Access Control Register)
* Have good understanding in electronics, data communications and networking, DNS, DHCP, e-mail systems.
* Have experience in Disk (SAN, NAS and SAS) RAID and LVM (Logical Volume Management) creation include analysis, installation, maintenance and modification.
* Skilled in desktop support and troubleshooting, user management, helpdesk/desktop management, computer hardware and operating system skills such as:

Microsoft : Win95, Win98, Win2000, WinXP, WinVista Windows 7, Windows 8 , WinServer 2003/2008

* Familiar with different hardware platforms including various models and brands of notebooks, desktops, scanners and MFC-printers.
* Basic understanding of HTML, Visual Basic and SQL code programming and experienced in DOS.
* Advance PC Troubleshooting (Repair, Upgrading and Assembling of PC)
* Knowledgeable on NetApps FAS2020 running on Data-Ontap 7.3.4
* Proficient in MS Office
* Has knowledge on System Designs, Network implementation LAN, and WAN.
* Firewall Management, Network Security and Threat Managements (IPS/IDS)

**Work Experiences:**

**Position : IT Problem Analyst**

Company: National Bank of Abu Dhabi

Abu Dhabi, United Arab Emirates

Inclusive Date: December 2015 to Present

***Duties and Responsibilities***:

1. Analysis and reporting of incident trend data to identify and eliminate root causes.
2. Initiating actions to fix potential interruptions to service identified during proactive and trending analysis of the IS infrastructure.
3. Production of statistics and reports to demonstrate where possible repeat incidents are occurring across the organization and manage issues through to resolution.
4. Diagnosis of faults and determining whether new incidents are related to known errors or existing problem records.
5. Facilitating and coordinating technical meetings.
6. Leading and facilitating post mortem investigations into high impact faults.
7. Managing root cause analysis between technical teams.
8. Initiating actions to fix interruptions to service caused by errors/faults in the IS infrastructure.
9. Production of statistics and reports to demonstrate performance of the Problem Management process.

**Position : IT Service Desk Training Coordinator**

Company: National Bank of Abu Dhabi

Abu Dhabi, United Arab Emirates

Inclusive Date: April to November 2015

***Duties and Responsibilities***:

1. Carry out training needs analysis;
2. Define the skill sets needed to perform different roles;
3. Carry out performance assessments to determine the skills gap between current and desirable learner skill levels;
4. Design training programmes appropriate to the skills needed;
5. Develop an appropriate mix of formal and informal development activities;
6. Ensure that the learning environment and resources support learner needs;
7. Design course materials and other documents such as handouts, manuals and exercises;
8. Deliver training programmes in formal (e.g. a classroom), informal (e.g. floor-walking) or online (e.g. e-learning and webinar) settings;
9. Support and coach learners using learning technologies to deliver skills;
10. Evaluate the effectiveness of training programmes and learning outcomes;
11. To serve as Level 2 support and/or handle escalations;
12. Handle and troubleshoot end user issues over the phone while outside Training Coordinator activities;
13. To act as Team Lead in the absence of superiors;

**Position : IT Service Desk Analyst**

Company: National Bank of Abu Dhabi

Abu Dhabi, United Arab Emirates

Inclusive Date: August 22, 2012 to April 2015

***Duties and Responsibilities***:

1. Service as IT’s single point of contact with Business;
2. Logging, escalation and resolution of received incidents and/or requests via ITSM Tool;
3. Diagnose, investigate escalate and/or resolve end users’ IT issues during the call either by user instruction or remote access;
4. Service as level 1 application support;
5. Serve as Level 2 support or escalation point;
6. Perform the following tasks outside normal Over-the-phone troubleshooting:

* Manage ACR (Access Control Register) Report issues;
* Manage Business Objects Reports (Crystal Reports) issues;
* Generate Service Desk Performance Reports and Statistics;

**Position : ICT Support Officer**

Company: Al Tamouh Investments

Abu Dhabi, United Arab Emirates

Inclusive Date: June 3, 2008 to August 2012

***Duties and Responsibilities***:

1. To provide technical support to telephone and email requests from users for all PC hardware,

software and associated peripherals.

1. To log support calls and document their outcome to facilitate the resolution of common queries.
2. To redirect or escalate support requests to the appropriate member of the IT Support Centre.
3. To pro-actively provide information to users on the progress of outstanding support calls.
4. To contribute to ensuring that the HelpDesk systems and software are kept up to date and

messages are passed on and feedback received promptly

1. To deploy PCs and associated peripherals including new installations and the redeployment of

existing equipment.

1. To install and configure operating systems to agreed standards under the direction of the Team

Leader.

1. To install and configure software to agreed standards under the direction of the Team Leader.
2. To maintain the existing PCs and peripherals to standards determined by the Team Leader, by

performing upgrades, new installations and carrying out routine procedures.

1. To assist in the compilation and maintenance of an accurate inventory of hardware and software.
2. To assist in the compilation of the Support Centre's technical documentation, guidelines and

procedures and ensure they are disseminated to users.

1. To liaise with colleagues in all Directorate Support and Technical Development teams to ensure

continuity of service for all users.

1. To provide at all times a professional, courteous and rapid response to individual users.
2. To undertake such other work as may be assigned which is consistent with the nature of the job and

its level of responsibility

**Position : Technical Support Representative (Symantec Premium Services and Symantec Cust. Care)**

**Company: Sutherland Global Services**

Angeles City, Pampanga Philippines

Inclusive Date: September 3, 2007 to March 2008

***Duties and Responsibilities*:**

1. Answer queries from Norton Antivirus and Symantec Enterprise products customer.
2. Process online purchases for interested customers.
3. Diagnose and proactively resolve technical issues over the phone.
4. Transfer customers accordingly to the proper department that can handle their issues.

**Position : Technician / Encoder**

**Company: Terrasoft Computer Center**

Brgy. San Agustin, Magalang, Pampanga, Philippines

Inclusive Date: June 2002 to May 2007

***Duties and Responsibilities:***

1. Accepts and handles typing jobs
2. Composition of business letters and edit manuscripts depending on customers’ needs
3. Troubleshooting/repair of PC problems – both hardware and software

**Educational Attainment:**

**ITIL Foundation in IT Service Management**

Certificate Number: GR750269745RS

October 25, 2016

**ITIL Foundation in IT Service Management**

Certificate Number: GR692000510RS

October 18, 2016

**Bachelor of Science in Information Technology**

Pampanga Agricultural College

Magalang, Pampanga

May 2007

**Diploma in Computer Programming**

Pampanga Agricultural College

Magalang, Pampanga

May 2004

**Professional/Technical Expertise:**

* Customer-centric and very customer service oriented;
* Knowledgeable in ITIL processes;
* Excellent time management/self-disciplined;
* Proactive, energetic and honest;
* Collaborative style, effective team player;
* Ability to produce high quality documentation for business cases;
* Strong technical management background in Networks, Security and/or Infrastructure Management;
* Effective presentation skills

**Personal Data:**

Age and DOB : 31 years old, October 8, 1985

Place of Birth : Pampanga, Philippines

Sex : Married

Civil Status : Single

Visa status : Employment (Transferable)