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| **UB logo.jpg HUBERT, ECE, ECT** | |
| **Personal Information**  **Address:** Dubai, UAE  **Nationality:** Filipino  **Visa Status:** Visit Visa  **Email:** [Hubert.383792@2freemail.com](mailto:Hubert.383792@2freemail.com)  **Strengths and Skills**   * Knowledgeable in Network performance monitoring tools such as: * Costumer Service Platform (CSP) * Service Provisioning System (SPS) * Astellia * Intelligent Network (IN Tools) * NetScout * Costumer Experience Management (CEM) * Huawei Performance Management (PM) * Secure CRT * Traffica and Nastar for SMS/Voice/Landline * Putty * Knowledgeable in subscriber SIM card cycle status and Network Architecture * Knowledge in network security and architecture * With experience in using remote desktop utilities to troubleshoot and resolve user’s problems * Strong communication and documentation skills * Fluent in English both in verbal and written | | Career Objective:  To be part of a company that provides an opportunity for mutual growth and where I can utilize and develop my analytical and technical skills.  Credentials  Philippines Licensed Electronics Engineer (ID# 0067678)  Philippines Licensed Electronics Technician (ID#0014627)  Educational Background:  **Bachelor of Science in Electronics and Communications Engineering**  University of Batangas, Philippines  Work Experience  ***Service Management Engineer 2017 - 2018***  Smart Communications Inc.  Parañaque City, Philippines  **Responsibilities:**   * Troubleshoot 2G (GSM), 3G (UMTS/WCDMA) and 4G (LTE) Data services issues and network fault * Perform 24/7 monitoring and troubleshooting network and services problems, issues, outages, and alarms * Coordinate with Customer Service, Technical Support, Network Operations, Field Operations, and other departments in resolving services and network access * Ensure tickets and service requests are being delivered and isolated to the rightful team or department for proper handling and troubleshooting * Coordinate with Regional Service Assurance Group for coverage issues and KPI services * Check for sites that is not on-air and coordinate for updated roll-out of sites with included activities to be performed * Provide help desk support and resolve problems to the end user satisfaction * Provide prompt and accurate feedback to customers   ***On-the-Job Trainee(300 hours) May to July 2016***  Globe Telecommunications Inc.  Makati City, Philippines  **Responsibilities:**   * Identification and classification of FMEA(Failure mode and effect analysis) * Rating of Incident Severity, Detection, and Occurrence in every MOP (Method of Procedure) * Assistance in network configuration through Putty * Inventory of network incident failures and solutions for the entire year * Inventory of VLAN configurations * Inventory of used and unused IP addresses |