**JIM**

**E-mail:** [243085@gulfjobseekers.com](mailto:243085@gulfjobseekers.com)

**IT TECHNICAL SUPPORT SPECIALIST**

Adept tech-savvy in computer system administration with 3-years progressive experience in hospitality and over 5-years of experience in IT technicalities. Proven ability to combine system administration, IT Helpdesk support, highly capable in providing high quality customer service, efficient IT solutions with strong attention to details. Enriching my IT skills and work in a team for development and growth towards success. **Areas of skills and expertise include:**

|  |  |  |
| --- | --- | --- |
| * System/Network Administration | * Windows Server 2K/2003/2008 | * Windows Operating System |
| * Micros Fidelio Sun | * Active Directory | * Computer hardware/software |
| * Micros Fidelio Material Control | * Onity (door-lock system) | * Networking (LAN/WAN, TCP/IP) |
| * Micros 3700 POS | * HP server and storage | * ADSL/Dedicated Internet line |
| * Opera PMS (V4,V5) | * Cisco router/switches | * Siemens PABX telephone |
| * Payroll System | * Mikrotik | * Adobe Photoshop |

**RELEVANT WORK EXPERIENCE**

Habitat hotel All Suites (3-4 star hotel), **JEDDAH, KSA** 2013 – 2015

**Information Technology Officer**

Level 1 technical support Micros-Fidelio System (Micros 3700, Sun, Material Control, and Opera PMS) to back-end users. Established project management and formulated plan layout for Wi-Fi system installation. Managing IT budget plans and purchases such as server, desktop computer, printer and IT equipment. Managed server application in data center, networking firewalls, network cables, patches, network switches etc.

**Key Contributions:**

* Chief IT Officer: Administering front and back end computer systems in hotel management system applications.
* Managing windows server based applications, network administration, keep up and running 24/7 Micros-Fidelio system operations Opera PMS, Micros POS, Micros Fidelio Sun and Material Control to back-end users.
* Maintaining good interpersonal in dealing with guests in Wi-Fi facility and IT Helpdesk support in Business centers
* Maintaining up-to-date software applications, backup and storage, computer hardware repair and maintenance
* Implementing file backups, securing confidential files and record track documentation in every day’s operation
* Updating inventory control, IT budget plan and purchases for desktop computers, printers and IT equipment
* Keeping up-to-date software applications, ensure virus definitions are up-to-date, set firewall applications on track in server and client computers and a must be in good running condition throughout 24/7 operations
* Administering Wi-Fi system facility in the entire hotel and immediate support to ensure its accessibility 24/7
* Maintaining door-lock system and troubleshooting and keep track record guest in and out for any major issues
* Performed pre-opening system setup installation with the hotel management system Micros-Fidelio (Opera PMS, Micros 9700 POS, Micros Fidelio Sun, Material Control) in *Habitat hotel All suites* Al-khobar branch.

Badian Island Wellness Resort (Class AAA – 5star Resort), **Badian, Cebu PHL 6031** 2012 - 2013

**IT Specialist**

Pioneer staff in the IT department, dealing with Micros-Fidelio system operations 24/7 IT technical support. Overseeing major issues with the hotel management system to front and back office system applications. Maintaining up-to-date server facilities in the data center, IT budget plans, purchases and inventory control. Immediate response in troubleshooting and IT solutions for Micros POS at all outlet restaurants, including back office accounting system (Sun) order and stock inventory Material Control (MC) as well as Payroll System.

**Key Contributions:**

* Level 1 technical support for Micros-Fidelio System (Fidelio Suite V7, Micros 3700, MFF Sun, Material Control)
* Managing windows-based server applications through sufficient monitoring keep up and running hotel management system operations in fast-phase environment whereas IT tasks and responsibility is highly required
* Attending internal issues to end-users with the back office system errors with immediate desktop IT support
* Developed and maintaining the Wi-Fi internet facility as its accessibility 24/7 in the entire island resort
* Good interaction with guests in dealing with the Wi-Fi facility in the entire island resort
* Maintaining up-to-date inventory (desktop computers, IT and networking tools, media projector, Wi-Fi routers etc.
* Coordinating in Sales and Marketing dept. for strategic in optimizing the website development and marketing plans
* Delivering ideas and technique in website making through enhancement search boosting over google and internet
* Associating with bloggers and web developers for achieving online search engines top hit search and attract more online booking and reservation from guest for stabilization and increase of revenue with the hotel island resort.

**EDUCATION AND TECHNICAL PROFECIENCIES**

**Diploma in Information Technology (3-Year Course Graduate)**

**(2005 – 2008)**

**CENTER FOR INDUSTRIAL TECHNOLOGY & ENTERPRISE**, San Jose Cebu, City PHL

**Technical Skills**

Micros-Fidelio System, Windows operating system, Windows server administration, Computer hardware/software troubleshooting, HP server, Cisco, Network cabling LAN/WAN/TCP/IP configuration, Cisco, ADSL, Wi-Fi, Siemens PABX, DNS, Active Directory, Symantec Backup and storage, Microsoft Office Applications, Adobe Photoshop

**PERSONAL INFORMATION**

**Nationality:** Filipino

**Gender:** Male

**Date of Birth:** September 25, 1988 (27)

**Marital Status:** Single