**Janus**

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**E-mail Address:**



**WORK EXPERIENCE (8 Years to Present)**

**Hyundai Construction and Engineering, Abu Dhabi**

**IT Support Engineer (MIRFA POWERPLANT PROJECT)**

**August 2016 – Present (1 year and 8 months to present)**

* Installing and configuring computer hardware operating systems and applications.
* Monitoring and maintaining computer systems and networks.
* Talking staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues.
* Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
* Configuring wireless access point, WI-FI, POE Devices.
* Providing support, including procedural documentation and relevant reports.
* Following diagrams and written instructions to repair a fault or set up a system.
* Supporting the roll-out of new applications.
* Setting up new users' accounts and profiles and dealing with password issues.
* Working continuously on a task until completion (or referral to third parties, if appropriate).
* Prioritizing and managing many open cases at one time.
* Rapidly establishing a good working relationship with employees and other professionals.
* Conducting electrical safety checks on computer equipment.
* Managing SonicWALL VPN services. (CYBEROAM and Dell Sonicwall Firewall).
* Setup and configuring network file servers, printer servers and network scan servers.
* Managing IT Assets within the company.
* Setup/Configure Corporate VPN Clients.
* Installing and Configuring RFID Hardware and software for attendance monitoring.
* Downloading and preparing daily RFID summary submitting to the HR section for attendance purposes
* Installing and Configuring hardware and software for finger print attendance management system.
* Configuring user computer access.
* Installation and basic troubleshooting GIMS and SAP ERP Application.
* Install required security software from the company.
* Setup and deploy Windows server 2012 R2 with configuration and installation of HYPER-V.
* Setup and configure company EMAIL in outlook and take a backup if necessary.
* Remote support through TeamViewer and other application.
* Coordinate & Manage Etisalat billing and technical follow-up.
* Manage Network Printer.
* Manage Desktop, Laptop & File Sharing Servers.

**Al Ajmi Marble L.L.C**

**Muscat, Oman**

**IT Support Engineer**

**Feb 2015 – August 2016 (1 Year and 6 Months)**

* Support LANs, WANs, network segments, Internet, and intranet systems.
* Maintain system efficiency.
* Ensure design of system allows all components to work properly together.
* Troubleshoot problems reported by users.
* Make recommendations for future upgrades.
* Maintain network and system security.
* Analyze and isolate issues.
* Monitor networks to ensure security and availability to specific users.
* Evaluate and modify system's performance.
* Identify user needs.
* Maintain integrity of the network, server deployment, and security.
* Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations.
* Design and deploy networks.
* Configure DELL Sonicwall VPN.
* Managing FOCUS Systems ERP.
* Assign routing protocols and routing table configuration.
* Assign configuration of authentication and authorization of directory services.
* Maintain network facilities in individual machines, such as drivers and settings of personal computers as well as printers.
* Maintain network servers such as file server and printer server.
* Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates and patches.
* CCTV Installation and configuration / Remote Viewing Configuration.
* Manage CCTV & DVR recording.
* Installing and configuring fingerprint attendance management system.

**Central Luzon College of Science and Technology (CELTECH COLLEGE)**

**High School Blvd, City of San Fernando, Pampanga**

**Transas Ship Simulator Technician / Operator (COLLEGE OF MARTIME DEPARTMENT)**

**June 2012 – January 2015 (2 Years and 7 Months)**

* Maintaining Training Devices to regulatory and company standards, ensuring that Devices are ready for training use.
* Performing pre deck flight tasks.
* Performing preventative maintenance functions.
* Conducing troubleshooting and corrective maintenance activities on training devices.
* Performing training device updates (Software and Hardware).
* Ensuring documentation procedures are completed.
* Providing total customer support service that can include accompanying customers through instructor station training and during dry training operations.
* Creating of deck simulator laboratory exercises with grading system.

**Chain of Channels for Supply Trading Est.**

**Dammam, KSA**

**Computer Maintenance/Support Technician**

**Nov 2011 – May 2012 (6 Months)**

* Troubleshoot hardware, software and network operating system.
* Provide orientation to new users of existing technology.
* Train staff about potential uses of existing technology.
* Train staff about new and potential use.
* Provide individual training and support on request.
* Provide recommendations about accessing information and support.
* Maintain current and accurate inventory of technology hardware, software and resources.
* Troubleshoot all technology issues.
* Maintain log and/or list of required repairs and maintenance.
* Make recommendations about purchase of technology resources.
* Research current and potential resources and services.
* Provide network access to all staff.
* Install work stations.
* Connect and set up hardware.
* Load all required software.
* Provide network accounts and passwords as required.
* Monitor security of all technology.
* Identify and prepare hardware for disposal when appropriate.

**Central Luzon College of Science and Technology (CELTECH COLLEGE) High School Blvd, City of San Fernando, Pampanga**

**Computer Laboratory Technician / IT Support Engineer/ ICT Support Technician**

**April 2010 – September 2011 (1 Year and 5 Months)**

**Technical Support:**

1. Resolve basic problems associated with operating systems, networks, software, hardware, printers etc. in the suite and around school.

2. Ensure that a supply of consumable items such as printer cartridges and toners are maintained and reordered as required.

3. Carry out back-ups of our network server at specific intervals.

4. Ensure virus protection is kept up to date.

5. Maintain the hardware database with new and updated equipment following school policies for

audit requirements.

6. Installation of new software, and documenting its use on the hardware database.

7. Undergo any training linked to the development of ICT and disseminate the training to others.

**Support the Pupils by:**

1. Providing help and guidance to students on an individual or group basis within ICT lessons.

2. Ensuring that as far as possible, students are not exposed to inappropriate materials on the internet.

3. Working with staff, parents and students to promote safe use of ICT equipment and sites at school and at home.

4. Working to establish a supportive relationship with students and parents.

5. Encouraging acceptance and inclusion of all children with special needs.

**Support the Teachers by:**

1. Preparing the ICT suite for lessons, as appropriate.

2. To support teaching by being aware of the aims of the lesson and working with pupils as

directed by the teacher leading the lesson.

3. Work with teachers in the classroom to promote the use of ICT across the curriculum.

4. Supervision of computer lab equipment and facilities

5. Set up multimedia equipment in conference rooms including computers, LCD projectors, and other equipment are required.

6. Supervision of computer lab equipment and facilities

**Support the School by:**

1. Being aware of and following all school policies and procedures, in particular policies related to the use of ICT equipment and sites.

2. Being aware of confidential issues linked to home/student/teacher/school work and to keep confidences as appropriate.

3. Ensure that all staff, parents and pupils are using the Learning Platform effectively.

4. Working with the ICT coordinator to develop the use of the Learning Platform.

5. Undertaking any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post.

6. Work with the ICT coordinator to prepare an action plan linked to required investment to ensure that ICT equipment meets the needs of the curriculum.

7. Obtain quotes, which represent best value, for new ICT equipment/ repairs etc.

9. Running workshops, training events, family learning and clubs to promote the use of ICT.

* Configuring Proxy Server.
* Supervision of computer lab equipment and facilities
* Troubleshoot hardware and software applications
* Performing Network configuration (WAN/LAN).
* Performing any other IT related duties during working hours
* Set up multimedia equipment in conference rooms including computers, LCD projectors, and other equipment are required.
* Performing other tasks assigned from time to time.
* CCTV Installation and configuration / Remote Viewing Configuration
* 15 units teaching of computer subjects (Computer Hardware, Pc Operation, MS Office Application)

**Central Luzon College of Science and Technology (CELTECH COLLEGE)**

**High School Blvd, City of San Fernando, Pampanga**

**Assistant Internal Quality Auditor (ISO 9001:2008)**

* Preparation of training materials for different departments aimed at perfection in quality standards.
* Initiating internal communication regarding the progress of otherwise of such quality standards across departments.
* Assisting the chief auditors in assessing the strengths and weaknesses which have a role to perfect quality standards in various departments.
* Maintenance of files and documents pertaining to such quality audits.
* Gathering information and constantly updating knowledge on the various changes that are happening in the field of quality audit.
* Work closely with the various audited departments to ensure that any shortcomings or lacunae are removed within a particular time frame.

**Genesis Enterprises (QMAC COMPUTERS)**

**Computer Technician Supervisor**

**June 2009 – January 2010 (7 Months)**

* Monitoring the performance of the technician.
* Technical support for software and hardware issues in the office.
* Setting up and maintaining backup system for in-office desktop computers.
* Repair computers with damage or malfunctions.
* Install or download computer applications.
* Assemble computer parts.
* Do network maintenance and troubleshooting.
* Provide weekly meetings for the computer technician.

**SEMINARS AND TRAININGS ATTENDED**

**Assessors Methodology / Trainers Methodology**

**TESDA PAMPANGA OFFICE**

SACOP Action Center Maimpis, CSFP

February 2011

**International Organization Standard (ISO 9001:2008)**

**Transition Standard Familiarization Training Course**

CELTECH COLLEGE, CSFP

September 9, 2010

**Philippine Society of Information Technology Educators Region 3 Chapter**

**STUDENT CONFERENCE ON I.T EDUCATION 2008**

Held at Paskuhan Village City of San Fernando, Pampanga

August 21, 2008

**Philippine Society of Information Technology Educators Region 3 Chapter 4th REGIONAL STUDENT ASSEMBLY ON I.T. DUCATORS**

Held at Paskuhan Village City of San Fernando, Pampanga January 25 - 26, 2007

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***RECOGNITION***

**Best in Practicum**

University of the Assumption (IT DEPARTMENT)

**EDUCATIONAL ATTAINMENT**

**Tertiary**

**Central Luzon College of Science and Technology (CELTECH COLLEGE)**

Lourdes St. High School Blvd., CSFP

2005-2009**(Bachelor of Science in INFORMATION TECHNOLOGY)**

**TESDA ( CHS: Computer Hardware Servicing) National Certificate**

SACOP,City of San Fernando, Pampanga ‘

**Secondary**

**Dela Paz Libutad High School**

Dela Paz San Simon, Pampanga

2001-2005

**Primary**

**Dela Paz Elementary School**

Dela Paz San Simon, Pampanga

1995-2001



**PERSONAL INFORMATION**

|  |  |  |  |
| --- | --- | --- | --- |
| Age | : | 30 |  |
| Birth Date | : | April 27, 1988 | |
| Status | : | Married | |
| Citizenship | : | Filipino | |
| Height | : | 5’9” | |
| Special Skill | : | * Organize personal work priorities * Driving | |
|  |  | * Experienced in filing and updating records | |
|  |  | * Experienced in general office procedures | |
|  |  | * Able to work as part of a team | |
|  |  | * Communications Skills (listening, verbal, written) * Flexibility/Adaptability/Managing Multiple Priorities | |

*I hereby certify that the above mentioned are true and correct to the best of my knowledge and belief.*

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**Janus**