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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 **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.CredentialsPhilippines Licensed Electronics Engineer (ID# 0067678) Philippines Licensed Electronics Technician (ID#0014627)Educational Background:**Bachelor of Science in Electronics and Communications Engineering**University of Batangas, PhilippinesWork 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
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