**CURRICULUM VITAE OF**

**Armando**

Armando.77425@2freemail.com

Applying for desired position: **IT Manager, IT Administrator, System Engineer, Test Engineer**

**ADMINISTRATOR – INFORMATION TECHNOLOGY**

***IT Security ~ IT Solution ~ Strategic Planning***

Skilled Professional with more than nine years experience in the technology field and three years in manufacturing / engineering environments, including serving IT Engineer for Wistron Inc. (Formerly ACER Incorporated), a multi-billion dollar global electronics company, Strong leadership, communication, and organizational skills. Proven ability to implement technology-based solutions for business problems, Developed policies and procedures for cost reduction and improved efficiencies.

**COMPUTER SKILLS**

* **Operating System:** MS-DOS, Windows 98, NT 3.5, NT 4.0, Windows 2000, Windows XP, Sun Solaris 2.5, 2.6, 2.8, Solaris X86, Red Hat Linux 6.5 & 7.1, Windows Vista, Windows 7.
* **Networking:** LAN, WAN, TCP/IP, DHCP, DNS, Active Directory, ISDN, DSL, Server, Database, Fax, Printer.
* **Security:** Cyberoam Firewall, Trend Micro, EsetNod32, AVG, Norton Endpoint, McAfee, FingerPrint/IDS Access, Sharing Permission, Application Manager, Webmail & Security Manager.
* **Network Application Software:** SQL 6.5, 7.0 & 2000, Exchange 5.0 & 5.5, OWA, Symantec, CRM EPMS, CRM Salesforce, CRM Brightfox, Fingertech, Peachtree.
* **Hardware:** HP, DELL, TOSHIBA, CISCO, COMPAQ, IBM, ACER, Panasonic, Samsung, Sony, D-Link, 3Com, Navman, Nikon.
* **Web:** FrontPage, Dreamweaver.
* **Desktop Application Software:** MS Word, Excel, Outlook, PowerPoint, Visio, Adobe Photoshop, Illustrator, Photoshop Lightroom 3, Photomatix, Flash Professional, Adobe Acrobat Professional, Corel Draw.
* **Phone System:** Panasonic PBX KX-TDE600 Unified Maintenance Console, Panasonic KX-T7665, KX-TVM, Dialguard, Call Manager.
* **Photography:** Basic Photography

**PROFESSIONAL EXPERIENCE**

March 2013 – October 2013 (Guardian Medevac – Jumeirah Lakes Towers, Dubai, UAE)

**IT Manager**

**Major Responsibilities:**

1. **Manage information technology and computer systems.**
* Organize, control and evaluate the operations of information systems and electronic data processing.
* Develop and implement policies and procedures for electronic data processing and computer systems operations and development.
* Meet with managers to discuss system requirements, specifications, costs and timelines.
* Hire and manage information systems personnel and contractors to design, develop, implement, operate and administer computer, software, hardware, networks and information system.
1. **Ensure technology is accessible and equipped with current hardware and software.**
* Troubleshoot hardware, software and network operating system.
* Provide orientation to new users of existing technology.
* Support staff about potential uses of existing technology.
* 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.
1. **Monitor and maintain technology to ensure maximum access.**

**Main Activities**

* Troubleshoot all technology issues.
* Maintain log report of required repairs and maintenance.
* Make recommendations about purchase of technology resources.
* Provide network email, user accounts and passwords for newly hired.
* Connect and setup hardware with the required software installation.
* Monitor security of all technology.
* Input and maintain network IP addresses.
* Advise staff of security breach and change in password or security status.
* Ensure installation of lock out programs.

July 2008 – February 2013 (Smith and Ken Real Estate – Media City, Dubai, UAE)

**IT Administrator**

**Basic Responsibility:**

* Manage and maintain Windows Server 2003 such as Exchange Server, Database Server, Domain Controller.
* Maintain 115 computers in a multi-domain cross platform network consisting of Windows XP Pro, Vista (Home Premium and Business Edition),Windows 7 and Windows 8.
* Manage Cisco Voice, Telephony Dial Guard and Call Manager accounting, PBX, CRM & CCTV.
* Responsible for Smart Logger II with 16 channels (voice auto recording system), networks, communication, storage, computers equipment and other peripherals and ensuring the system remain operable and interoperable.
* Ensuring effective backup systems for the integrity of all business critical data and functionality.
* Creating management report on information systems plans, projects, performance and related matters.
* Provide administrative support such as outlook email services, network access, permissions and file restorations. Install and configure new hardware, software and peripherals running on local and wide area networks.
* Responsible for IT equipment to develop, define and enforce inventory procedures.
* Provide Monthly, weekly, daily call stats report and monthly IT checklist report.

April 2006 – July 2008 (Al Boom Group – Salahuddin Road, Dubai, UAE)

**IT Administrator**

**Basic Responsibility:**

* Hardware / Software Responsibilities.
* Responsible to all technical activities that will ensure ongoing operations and support application.
* Trains the staff to ensure that they know how to use the software properly.
* Install and configure new hardware and software.
* Update company email accounts and website information.
* Technical support staff and answer inquiries from Group of companies ( International, Real Estate, Travel & Tourism, Advertising, Solution Dieting & Weight, Automotive, Decoration, Hotel & Apartment, Electronics and Al Asalla Fashion).
* Troubleshoot any reported problem with computer system.
* IT equipment inventory control. Procure required peripheral equipment and computer accessories based from approved requisition.
* Budget analysis and forecasting before request of payments for suppliers.

October 2002 – October 2005 (Wistron Corp. Formerly ACER Incorporated – Hsinchu City Taiwan R.O.C.)

**Test Engineer**

**Basic Responsibility:**

* Performs system Integration Test for Notebook computers which covers OS/Device driver installation of the following operating system: Windows 98, Windows ME, Windows 2000, Windows NT 4.0, Windows XP.
* Performs system Hardware, Software and Peripheral devices compatibility test.
* System Quality and User’s Simulation Test on world’s Top 10 computer brands and clone mobile computers.
* Conceptualize new testing process, procedures and techniques for the new product designs for better testing quality.
* Responsible for the management and progress control of the Quality Testing Team on handled project.
* Installs, configures and upgrades operating systems and software, using standard business and administrative packages; may modify specific applications for use in operational departments.
* Troubleshoots problems with computer systems, including troubleshooting hardware and software, e-mail, network and peripheral equipment problems; makes repairs and corrections where required.

April 1999 – April 2002 (Victory Circuit Co. L.T.D. – Tauyuan Shien Taiwan R.O.C.)

**Machine Engineer**

**Basic Responsibility:**

* Supervised the assigned machine in designing printed circuit board (PCB).
* Maintaining the normal technical function of each machine.
* Making daily reports of all the problems encountered and each output products.
* Acts as a technical resource in assisting operators to resolve problems with equipment and data.

**EDUCATIONAL ATTAINMENT**

COLLEGE : **AGUSAN INSTITUTE OF TECHNOLOGY (Batch 1998)**

Course : Bachelor of Science in Computer Science

I hereby all information given above is true and correct to the best of my knowledge and belief. I hope my qualifications and experiences meet with your approval and will be given the opportunity to work in your esteemed company. For any further details you might require, please do not hesitate to contact me on the above mentioned and I shall attend for an interview at anytime.

Sincerely Yours,