EDSEL JOSE C. ITEM, ECE

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Seeking a position in the organization to utilize my skills and abilities and achieve professional growth. To impart these acquired knowledge, skills and experience, and to be able to contribute to the growth of your esteemed organization as an active member.

PROFESSIONAL EXPERIENCE

IT Engineer (Head of IT Department), Gulf Fluor LLC, Abu Dhabi, UAE   July 15, 2017- November 30, 2018

Analytical and results oriented professional with comprehensive systems and networking background along with notable success in a broad range of IT department proposals while participating in planning, analysis and implementation of projects coupled with the utilization of skills in procurement process to keep acquisition cost at the minimum.

Duties and Responsibilities:
- Managed the IT infrastructures of the company to ensure successful delivery of IT services that the company requires for its smooth operations
- Developed and enforced IT policies, standards and procedures
- Created and implemented a Backup and Disaster Recovery plan for office and plant systems
- Performs the day-to-day technical administration of the on-premise ERP system
- Developed and documented the requirements of new ERP implementation of the company
- Created and presented a set of guides for new ERP evaluation and implementation of the company
- Contacted several major ERP players in the market and invited them to present an ERP overview after sending them an initial set of requirements and participated in the initial stages of the ERP implementation
- Evaluated, documented the IT infrastructures of the company and created proposals to upgrade to meet IT industry standards
- Performed systems and network security evaluation and implement security hardening, group policy implementation
- Responsible for procurement of IT related requirements, deployment and configuration of new systems
- Coordinated with other department heads for IT related projects
- Contacted several CCTV vendors, perform several site surveys, and prepared the documents for the appropriate selection of CCTV system based on Abu Dhabi Monitoring and Control Center regulation
- Accomplished server migrations, server and desktop OS upgrades and end-point protection system upgrades
- Traced and documented the network layout of the plant complex, and maintained an up-to-date asset management records of all IT-related assets of the company
- Managed the business relationship of IT vendors and third-party support for various hardware and software solutions
- Managed the application rollouts and implemented software patch management
- Processed employee on-boarding and termination requests
- Troubleshoot information technology-related issues for both hardware and software, and serve also as end-user support

Accomplishments/Projects:
- Installation and configuration of Windows Server 2016
- Migration of Symantec Endpoint Protection Manager to the new server
- Migration of Helpdesk system to the new server
- Implementation of stricter firewall policies

- Implementation of AD group policies
- Formulate and implement IT policies and procedures
- Installation of APC UPS units on all Cisco access switches
- Perform IT-related hardware and software audit and documentation
- Accomplish the File Server shared folders permission audit for security purposes
- Perform Active Directory Users and Computers audit
- Implementation of the upgrade of desktop OS to Windows 10
- Implemented the upgrade of Microsoft Office to version 2016
- Implementation of centralized software patching for Windows operating systems
- Implementation of new backup strategy of manufacturing plant DCS system for disaster recovery
- Implementation of automated backup strategy for MSSQL servers and file server using scripts and SQL stored procedures
- Preparation of required documents and secured the management approval of new CCTV systems in the office building and factory complex in accordance with the Abu Dhabi Monitoring and Control Center requirements
- Setup and configure the Brother thermal printer for ID cards
- Implemented the proper identification of IT devices and cable connections in the server room including cable management
- Implemented BYOD IT policy
- Setup and configuration Linux proxy server
- Performed www.gulffluor.ae website makeover
- Initiated the regular maintenance of gate barriers

IT Assistant, National Cement Factory (Holcim), Abu Dhabi, UAE   November 10, 2008-October 31, 2016

Analytical and results oriented professional with comprehensive systems and networking background along with notable success in a broad range of IT department proposals while participating in planning, analysis and implementation of projects coupled with the utilization of skills in procurement process to keep acquisition cost at the minimum. Prevented unwanted and unscheduled downtime of IT systems as a result of proactive monitoring.

Duties and Responsibilities:
- Managed Sage Line 500 ERP system including developing custom reports through Sage Report Writer and Crystal Reports for Finance, Technical and Sales departments including Warehouse report requirements.
- Administered CWorks SQL Computerized Maintenance Management System (CMMS) used by the Technical department in maintaining the plant machines and equipments.
- Handled and maintained several Microsoft SQL databases (e.g. ERP, CMMS, WB, Time & Attendance) that is in use by the company.
- Managed file and database backups for disaster recovery and perform restore tests for business continuity.
- Configured an automatic backup of databases and files and copy it to tape in daily, weekly, monthly and yearly rotation schemes.
- Installed, configured and managed the Vyatta Open Source router and firewall with IPS/IDS.
- Managed the Panasonic KX-TDA200 PBX system which also included the configuration, installation and troubleshooting of telephone units.
- Installed, configured and provided support on weighbridge software in the cement dispatching and raw materials receiving areas.
- Managed the ESET Endpoint Antivirus system through ERAC console making it sure that all clients are receiving the latest definitions and have the latest product versions. Upgrades the ESET server and client software when new versions are released after pilot testing to ensure that it will not make any incompatibilities with our existing software.

- Regularly pushed newly released software updates of non-Microsoft products to computers using PDQ Deploy.
- Designed, implemented and managed the WSUS server so that all servers and clients will receive the necessary and required updates every month released by Microsoft. Performed patch testing before deployment to make sure it will not make any incompatibilities with the operating system and other softwares installed on computers.
- Managed the Sales Order Management system web application including installation and configuration during server migration.
- Implemented several Active Directory Group Policies required for computer and user security, system optimization and better user experience.
- Repaired the weighbridge display/console unit when configuration is corrupted and performed weighbridge re-calibration.
- Performed routine preventive maintenance on computers and printers in the office and weighbridges.
- Supported Windows 2012/2003 servers and Windows 7 Professional client operating systems and network-related problems.
- Provided support on Qlikview business intelligence software users.
- Managed Google Apps for Work users and mailboxes.
- Configured Google Apps Vault for company users.
- Administered Canon iR Advance C5250 printer (adds/deletes users and SMB location for image scanning).
- Provided support to end-user system, network and application related problems.
- Find suppliers and negotiate prices on IT requirement bids submitted by suppliers for the benefit of the company.
- Communicated with service providers and third-party consultants (e.g. Etisalat for internet and telephone) in case of problems or faults that is beyond our scope.
- Installation and configuration of Lotus Notes clients (v6.5 & v8.5) to Holcim's email servers.
- Administered and maintained the Truck Scheduling System (discontinued system) which is running in VMWare server.
- Performed repair and regular maintenance of several HP Color Laserjet 3600n/2600n and Xerox Phaser 3200MFP network printers.
- Configured and administered the linux-based proxy server and URL (website) blocker.
- Managed supplier relationships

Accomplishments/Projects:
- Upgraded all Windows XP Pro OS computers to Windows 7 Pro 64-bit (Windows 10 on testing)
- Contributed in the implementation of the office fire alarm system by installation and configuration of the fire alarm network using fiber optic and copper cables. Also requested and submitted the quotes of the required materials and devices needed.
- Office WLAN/Access Point installation and configuration for office users and guests
- Upgrade of dispatch area printer from Xerox Phaser 3200MFP to Xerox Phaser 3635MFP
- Installed, configured and maintains IT inventory software (PDQ Inventory)
- CWorks SQL CMMS Project (NCF UAE)
- CWorks SQL CMMS Project (Al Jabor Cement Industries, Doha, Qatar)
- Vyatta Open Source Router, Firewall with IDS/IPS Solution
- Windows Server Update Services (WSUS) Implementation
- Implemented the ManageEngine Netflow Analyzer network monitoring system
- Implemented Virtualization (Physical to Virtual) of Truck Scheduling System using VMWare Server
- DHCP Server Security (MAC Address Filtering) Implementation
- Proxy server with URL blocker using Smoothwall open source software implementation
- Installation and configuration of LAN connection and telephone in the warehouse.

- Configured the wireless bridge linking the warehouse and the admin building network.
- Proposed the migration of email server from Dubai host to Google Apps for Work which was immediately approved and implemented. This was done to ensure minimum downtime of server due to high availability of Google servers and to avail of more features.
- Planning, configuration and installation of CCTV systems in the raw materials area.
- Successfully negotiated a 15% discount on the annual maintenance contract cost of Sage Line 500 ERP every year since 2010
- Negotiated successfully for a 10% discount on the acquisition cost of Qlikview Business Intelligence software licenses

IT Officer, CP Kelco Philippines, Inc., Sibonga, Cebu, Philippines   December 27, 2006-July 21, 2008

As head of the IT department, I managed more than 20 servers and more than hundred users in 7 different sites in 4 countries across the globe. Directly reports to the Senior IT Manager in Skensved, Denmark. Collaborates with other IT employees in the Corporate HQ and other sites as well as with third-party support companies on some sites. An IT Staff and several OJTs are under my supervision.

Work Jurisdiction:
- CP Kelco Philippines – Sibonga, Cebu, Philippines
- GENU Philippines – Cebu City, Philippines
- CP Kelco Singapore – Singapore City, Singapore
- CP Kelco Japan – Tokyo, Japan
- CP Kelco China – Shanghai, Taixing and Wulian, China
- Huber Engineered Materials – India Users
- CP Kelco Australia Sales Office – Melbourne, Australia

Duties and Responsibilities:
- Evaluated, recommended, and implemented necessary IT implementations for greater productivity of employees and ensures smooth process in the plant in conformance with Huber IT Standards.
- Managed Windows SQL Server, WSUS Server, Sun Financial System, File and Print, DHCP, DNS, WINS, IIS Servers, McAfee ePolicy Orchestrator, PABX System, Sharepoint Services
- Administered Active Directory (GPO) with MS Exchange Server 2003 Console in 7 different Asia-Pacific sites
- Coordinated with Vendors/Service Providers/Management for Computer Hardware/Software/Network Equipment Purchases and Service Level Agreement (SLA) Negotiations across Asia-Pacific.
- Administered Linux (RHEL, CentOS, Fedora)/Novell Netware 4.5 operating system
- Managed File Backup (Daily, Weekly, Monthly) for Disaster Recovery
- Managed Access Databases (MP2, Warehouse Inventory, CAPEX database, etc.)
- Created Symantec Ghost images for desktop and laptop deployments
- Maintained Lotus Domino Server and manages TrackIt!8.0 Asset Management/Helpdesk System
- Monitored all Cisco Network devices are running to ensure that the LAN is connected to JM Huber Corp network (BT Infonet MPLS).
- Installed, configured, and supported SalesLogix CRM and SAP Client Software on different sites
- Ensured all servers and desktops patches and virus definitions are up to date.
- Handled all IT systems and equipments including audio-video equipments
- Installation and support MS Office Suite
- Administered Esprint HRIS Payroll System
- Installation and configuration of Lotus Notes Clients and MS Outlook Clients with Zantaz EAS Archiving Software

- Provided Zantas Email Archiving System Training to users
- Installation and configuration of computer/telephone systems, diagnose hardware/software faults and solve technical problems and recorded it to TrackIt! 8.0 Assest Management/Helpdesk System.

Accomplishments:
- Implementation of File and Print Server upgrade (installation/configuration) in CPK Singapore
- Implementation of Backup System (installation/configuration) using Symantec BackupExec 11d Software and Dell PowerVault 124T Tape Autoloader in CPK Singapore
- Installation and configuration of Domain Controller – CPK/HEM Shanghai
- Desktop replacement in Sibonga, Cebu, Philippines site (30 units Dell Optiplex 745SFF)
- Desktop and laptop replacement in Genu Phils (7 units Dell Optiplex 755SFF)
- Intouch System upgrade for the Production Department – Central Control Unit - CPK Phils.
- WLAN configuration (Cisco Aironet access point) in Singapore office
- WLAN installation and configuration in Cebu City office and Sibonga
- Network Printer replacement – CPK Phils.
- MS SQL server migration from Windows 2000 Advanced Server to Windows 2003 Std Server
- Web Content Filter Implementation using Squid Proxy Server & Dansguardian on CentOS5.
- Web server migration
- Successfully negotiated a 20% discount for Dell servers, desktops and storage acquisition costs

IT Support Engineer, Proconnect Tel Inc., AC Cortez Ave., Mandaue City   October 30, 2006-December 26, 2006

The only IT Support Engineer supporting a 90% Linux environment with more than 30 agents during its initial operations. Directly reports to the IT Manager.

Duties and Responsibilities:
- Monitored and maintained the computer systems and networks of the company including VoIP.
- Installed and configured computer systems, diagnose hardware/software faults and solve technical problems.
- Communicated with the ISPs when problem arises.
- Processed and loaded the leads to the dialer for outbound agents use.
- Added users to Asterisk PBX and configured soft phones on agents' computers.
- Managed Samba and MySQL servers.

Accomplishments:
- Squid Proxy server with Dansguardian installation and configuration
- Installed and configured the 2 Cisco 3600 routers ters to provide routing redundancy (HSRP).
- CentOS file server installation and configuration.
- VTiger CRM installation and configuration.

Enterprise Solutions Engineer, Latitude Broadband Inc., Lahug, Cebu City   March 2006-October 30, 2006

- Installation, Configuration and Troubleshooting of Dell Servers/Backup Systems
- Juniper Netscreen Firewall Support
- LAN/WAN Support including VoIP
- Provided Support of Dell Servers, Backup Systems, Desktop and Notebooks
- Open Source (Linux) Systems Installation/Configuration/Support

Deployed as an in-house personnel in Aboitiz & Company-Banilad with the position of IDC Administrator. The scope of work includes installation, support, administration, and management authority for:

- LAN/WAN Network Services
  - Active Directory, Public & Internal DNS, DHCP, Netscreen Firewall+VPN, File Servers, Solarwinds/Adventnet OpManager/IPSentry Network Monitoring, Ironport AntiSpam Upgrade
- Data Center Operations
  - Windows NT4.0/2000/2003 Server, RedHat EL 2.4AS, Telephony(IP), Temperature Monitoring

Projects Completed:
- Juniper (Netscreen) VPN Configuration + Remote Client
- Backup DHCP Server (Running Two Windows DHCP Servers on the network)
- DNS Server Backup
- Active Directory Group Policy Object + Organizational Unit Implementation
- CIPDI-Balamban office Linux Router Configuration and Implementation
- Centralized Repository of Server Event Logs using Log Parser
- Solving various System and Network problems in LAN/WAN
- Horde Mail (LDAP Integrated) on Fedora Core 5

Technical Support Engineer, Micro-D International, Lahug, Cebu City   January 2005-March 2006

- Post Warranty Services In-charge and Parts RMA
- Provided quotation on systems for Warranty Extension/Maintenance Agreement
- Installation, Configuration and Troubleshooting of Dell Servers/Backup Systems
- Provided Support of Dell Servers, Backup Systems, Desktop and Notebooks
- Performed Preventive Maintenance on Systems under Warranty Extension/Maintenance Agreement
- Windows Server/Desktop OS Installation/Configuration/Troubleshooting
- LAN/WAN Support/Troubleshooting

Tech Support/Non-Uniformed Personnel, Philippine Drug Enforcement Agency, Cebu City   Oct 2003-Dec 2004

- Installation, configuration and support of desktop computers – hardware/software
- Recommended purchases for computers and peripherals
- Ensured the internet connection is up (dial-up)
- Monitored drug cases on all Regional Trial Courts in Bohol, Philippines
- Trained agency personnel how to use computer and MS Office

EDUCATION AND CREDENTIALS

Electronics and Communications Engineer
License No.: 0028293
ECE Board Exam - November 9-10, 2002

College
University of San Carlos-Talamban Campus
Talamban, Cebu City, Philippines
Bachelor of Science in Electronics and Communications Engineering

Secondary
Blessed Trinity College
Talibon, Bohol, Philippines

Elementary
San Isidro Elementary School
San Isidro, Talibon, Bohol, Philippines

Technical Certification
Dell Certified Systems Expert (DCSE)
Master PV SAN v4.52 – SAN 3.0-4.06 Certification
Associate Server Certification v7.0 and v8.0
Associate Certification for Portables – Latitude and Inspiron Notebooks
Associate Certification for Desktops – Optiplex, Dimension and Precision WS
CCNA – In progress

Technical Training
Cisco Routers and Switches (CCNA)
Aventail SSL VPN
Linux System Administration
Juniper Firewall+VPN (ISG Series)
EMC SAN

ADDITIONAL INFORMATION

Knowledge in Apache Web Server + Virtual Hosting
Knowledge in Linux Networking, Horde Mail Setup, Samba, Postfix, Dovecot
Knowledge in MySQL, Linux DNS, DHCP, FTP Server, MRTG, OpenLDAP, Linux VNC, SSH Server
Knowledge in Raspberry Pi 2B installation and configuration

REFERENCES

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