**RAN LLOYD ONG**

Home Address: 1240 E San Antonio Dr. Long Beach, California 90807 USA

Mobile No: 562-337-7244

E-mail: [ranlloydong@gmail.com](mailto:ranlloydong@gmail.com)

Citizenship: U.S. citizen

**SUMMARY OF QUALIFICATIONS**

* Experienced in providing technical support for users with varying levels of IT knowledge.
* Experienced in troubleshooting computer hardware, software, and network issues.
* Experienced professional in problem-solving, decision making, and working under deadlines.
* Experienced in challenging customer service environments.
* Experienced in designing websites and developing web applications using .NET framework.

**TECHNICAL SKILLS**

**Fiber Optic:**Fiber optic system design and installation Loss Budget, Fiber optic cable installation-ISP/OSP, Fusion Splicing-Single strand, Loose Tube Distribution, OTDR, Testing & Troubleshooting, Mechanical splicing & Emergency Restoration, Termination/Connectorization, ST, SC, Light Source & Power Meter Testing, OLTS, Mid Span Cable Prep & Splicing, FTTX Architecture and Build-Outs, OSP Cable Prep and Splice Case Prep, Time Warner Print Reading, Cut Sheets & As Builts.

**Networking:**

LAN/WAN, Wireless networking, TCP/IP, IP Subnetting, OSI model, DNS, DHCP, FTP; Working knowledge of VPN, IP Telephony, Remote Access Environment, Cabling and NIC

**Hardware:**

PC Desktop & Laptop, Mobile devices, VOIP Phones, Printers, Servers, Hubs, Routers, Switches, Firewalls

**Operating System/Server:**

MS Windows XP / Vista / 7 / 8, MS Windows Server 2003

**Software:**

Visual Studio 2008/2010, Microsoft Expression Web 4, SQL Server, MS Office Suite

**Languages:**

C#.NET 3.5, ASP.NET, ADO.NET, LINQ, SQL, XHTML/HTML5, CSS 2/3

**EDUCATION & TECHNICAL TRAINING**

**Information Technology Network Support Specialist Certificate Program  
(Comptia A+, Network+, Security+ and Cloud+ Training)**October 2018 – February 2019 New Horizons Computer Learning Center – Gardena, California **Fiber Optic Broadband Technician**

August 2018 – September 2018 RWM Fiber Optics – Carson, California

**Application Developer in C#.NET Program**

Jun 2011 – September 2011

Centriq Training – Leawood, Kansas

**Training in Windows 2003 Server Administration – Active Directory**

November 2008

Computer Networking Career & Training Center – Manila, Philippines

**Training in Cisco Networking 1 - 4**

November 2008

Computer Networking Career & Training Center – Manila, Philippines

**B.S. in Computer Science and Information System**

June 2002 – March 2006

Centro Escolar University – Manila, Philippines

**WORK EXPERIENCE**

**Network Equipment Tester 03/2019 – Present***AH Tech Solutions*

* Test network routers, switches and cable modems.
* Received products using scanners.
* Packed modems, routers and switches into boxes and load unto pallets.

**Web Developer 01/2011 – 05/2018**

*Wall-Ties & Forms Inc. | Shawnee, Kansas 66226*

* Created new design and layout for company’s websites using responsive web design, HTML5, CSS3, JavaScript, JQuery, AJAX toolkit and Asp.net/C#.net technologies.
* Setup Shopify Store for company's e-commerce website.
* Reviewed, researched and implemented SEO strategies to improve search engine rankings.
* Tested website designs on all browsers / devices for compatibility and flexibility.
* Converted a Windows Mobile 5/6 inventory program to ASP.NET web application.
* Assisted in developing in-house desktop applications using VB.Net, C#.NET & MS SQL.

**Network Support Engineer 09/2009 – 11/2010**

*Stellar Global Solutions Philippines | Quezon City, Philippines*

* Responsible for day-to-day support of voice & data services for over 800 hosts.
* Coordinated with network manager in implementing of new projects and infrastructure as well as modifying and enhancing the existing network.
* Maintained and monitored data center facilities and equipment to meet 100% SLA uptime standards.
* Performed troubleshooting on network (LAN, WLAN, WAN) problems, diagnosing and implementing solution on hardware or software faults.
* Performed installation and configuration of Cisco 3750, 4503 and 4948 Switches.
* Provided assistance in the administration of Cisco ASA, PIX and CheckPoint Firewall.
* Implemented Cisco Secure ACS (TACACS+) for all Cisco networking equipment.
* Installed and maintained network monitoring tools to monitor network status, traffic and performance.
* Managed Ruckus Zone Director wireless access point.
* Maintained accurate network topology, diagram and port map.
* Performed inventory on all networking equipment.
* Performed routine backup of Cisco equipment’s IOS and configurations.
* Responsible for crimping and testing of Cat5 cables
* Coordinated network downtime or service interruption with service providers.

**Technical Support Engineer 10/2007 – 8/2009**

*Stellar Global Solutions Philippines | Quezon City, Philippines*

* Provided on-site technical support for SGSP’s call center and corporate operations.
* Performed installations, configurations, upgrades, maintenance, and troubleshooting of hardware and software.
* Maintained a high level of understanding of client specific applications to maximize troubleshooting abilities to resolve issues.
* Used ticketing system to document, prioritize and track requests. Also, to respond and attend to tickets flagged through it.
* Provided assistance in the administration of Active Directory and GPO.
* Ensured all workstations have the latest virus definition, windows updates, service packs, hot-fix installed.
* Provided assistance in the administration of Email, Proxy, DNS, DHCP, IIS, and File Server.
* Deployed and maintained desktop and laptop images.
* Maintained an updated inventory record of all hardware devices and software installers.
* Ensured proper documentation, notification, escalation, and follow up of all incidents to the appropriate support groups.
* Created instruction manuals and technical documentations for future references.

**Technical Support Representative 12/2006 – 02/2007**

*eTelecare Global Solutions | Makati, Philippines*

* Provided real-time technical support for AOL (America Online)customers through phone.
* Provided customer satisfaction by effectively handling customer problems through diagnosis and providing solutions for technical and service issues. Issues related to AOL accounts, Internet connection, Integrated Application (email, instant messenger, internet browser, security, etc.), installation, upgrade, backup and restore.