**EMERSON AGUIRRE MANALILI**

8748 Vista Cantera Court, Las Vegas Nevada 89147

[Emerson.Manalili@jetaviation.com](mailto:Emerson.Manalili@jetaviation.com) 347.964.9578

# Summary

MCP and MCITP certified. Experienced IT Administrator with vast IT Experienced to the following industry Aerospace, Semi-conductor, Energy, Telecommunication, Healthcare and Aviation. Skills include computer networking, Managing and deploying Windows server, end user support software/hardware. Be able to apply customer service concepts to IT to improve user experienced for clients, employees.

# Skills

\*Managing, maintaining and installation Microsoft Windows server 20008, 2012 and 2016 both physical and virtual server(Vsphere)

\*Installation and deployment of Microsoft Windows10 and software using SCCM

\*Patch management both for client machine and windows server using WSUS/SCCM

\*Backup and restore management

\*Managing of users, groups and computer in Microsoft Active Directory network environment

\* Managing users and devices on Cloud environment such as Azure AD, Intune, MS Office365, Exchange and Endpoint Manager.

\* Developed organizational units in Active Directory (AD), DNS, DHCP,file print server and managed user security with group policies.

\*Supporting end-user the following hardware such as PC, Cisco phone, mobile device, network printer and peripherals.

\*SAP end user support

# Work Experience

Specialist IT Administrator March 2018 - Present

Jet Aviation Holdings USA - Teterboro, New Jersey

* Provisioned and managed account for the following system such as SAP, AD, Email, FBO One
* Manage Active Directory –user, groups and computer
* Managed and administer Microsoft cloud environments (Office365, Azure AD, MDM, Intune and Exchange)
* Provided support (local and remote) to 2,000 Jet Aviation employees across US region and guided first level IT support
* Managed File server giving permission to users and Group Policy Management and deployed Group policy approved by the company
* Installed, configured, administered, security for IT hardware, software and network infrastructure
* Manage, maintain and support application such as MS Intune (MDM), MS Authenticator, Concur, Avianis, MCAfee EPO, MS Exchange, O365, Mimecast, SAP, MS Teams, SCCM and other in-house system.
* Collaborates with network services, software systems engineering and/or application development in order to restore service and/or identify problems
* Managed, setup and deployed Cisco phone across US region
* Handled asset management for the entire US region
* Represents Jet Aviation as one company internally and externally with industry groups, regulatory bodies and the General Dynamics network

IT Administrator December 2017 - March 2018

Support305 - Miami / NY

* Install and configure computer hardware operating systems and applications
* Diagnose and troubleshooting hardware failures· directing staff or clients through a series of actions, either face-to-face or over the telephone, to help set up systems or resolve issues; replacing parts as required
* Provide installation, deployment and troubleshooting of PC, Server, CCTV and Network printer
* Support the roll-out of new applications, setting up new users' accounts and profiles and dealing with password issues.

IT Administrator February 2017 - July 2017

Sky Management Corporation - Manhattan NYC

* Managing Office365 - mailbox creation/management, delegation, rules, deleted email, restoring missing/deleted emails.
* Responsible in managing Windows Server 2008-2012 and Windows 7/2010 configurations, security patches and applications
* Managing Shared folder and Printer server and assigning proper permissions to all end-user.
* Responsible of MS Outlook configuration to end-user and other related issue.
* Responsible of managing, installation and troubleshooting all hardware and software that include Server, Desktop/Laptop, Router, VOIP phone, Network ,DVR, CCTV, Mobile phones, Network Printer and DKS.
* Responsible of managing, installation and upgrade old security system to over 51 sites and incorporate VOIP to existing setup.
* Handle desktop issue both hardware and software that includes OS (Win7, 10, Antivirus and drivers.
* Recommends and participate in purchase of all hardware, software and system needed by company.

Information Management Senior Specialist July 2015 - November 2016

Xerox Business Services, LLC - Pasay, Philippines (Formerly: ACS)

* Manage incident and change tickets using Remedy.
* Maintain, Manage and Monitor MS Windows server 2008/2012 both on Physical and Virtual.  Responsible of creating managing of user and group – Active Directory(AD)  Manage backup and perform restoration of files using NetBackup 2012.
* Operate ISA Proxy Server 2006/TMG by creating rules per client
* Prepare Xerox Quarterly audit and compliance XISO, PCI.
* Perform monthly patching for 4 domain on both server and machine every 2nd week of the month using WSUS
* Responsible of reserving IP address for US employee and VIPs  Implement GroupPolicy as approved by the client and per audit standard.
* Responsible of deployment of software, patches using SCCM for Xerox Employee.
* Escalated and Collaborated with vendors for hardware faults.
* Responsible of creating and managing share level and network level permissions security groups.
* Responsible of adding zone to DNS for resolving client domain to Xerox domain.
* Responsible of adding new Avaya extension number to CMI and retrieving agent call from Grasp server.

Information Technology Marine August 2014 to January 2015

Solstad Offshore/Chevron - Singapore, Thailand

* Responsible installation, Managing and Monitoring MS Windows server 2008/2012 on Virtual.
* Handled Application support such as StarIPS, HSE and other application being use by Marine and MS Office products. Installation of troubleshooting of software and application being used by company.
* Managed and handled Domain user. Creation of account for newly hired crew
* Ensure 100% connectivity of VSAT and CommBox and monitoring of network bandwidth utilization.
* Responsible of deployment of software, patches using SCCM
* Manage and maintain Idirect modem, minor PABX issue and Cable box.
* Manage, installation and monitor backup using Acronis, Sonic Firewall, Aruba Wireless Access point and CCTV
* Managing workstation both on physical/virtual and managing Network Printer

Senior System Administrator November 2007 - November 2014

Fujitsu/Weserv - Taguig, Philippines

* Responsible in Installation, Managing, Maintaining and Monitoring of Windows servers 2003/2008 and Novell Netware servers for Cathay Pacific client worldwide.
* Responsible of creation of user mailbox for Fujitsu North America user.
* Responsible of deploying software, creation of report, remoting machine using SCCM.
* Escalated & collaborated with local IT support worldwide for hardware server faults.
* Performed operating system patching, fixing vulnerabilities and implementing of Group Policy.
* Facilitate and troubleshooting of backup using ARCServe (CA).
* Performed ILO configuration and monitored server resources thru HP SIM.
* Responsible in Installation, Managing, Maintaining and Monitoring of Windows servers such as DC, DNS, DHCP, SMS, Routing and Remote Access and File & Print server.
* Responsible of administering/managing Users, Groups and Computer using Microsoft Active Directory
* Performed windows updates and security patches using WSUS on client platform.
* Managed file and print server and Antivirus solution MCAfee EPO.
* Responsible of IP reservation/deletion and scope creation using DHCP.

# Certification

\*(MCP) Microsoft Certified Professional – Managing and Maintaining a Microsoft Windows Server 2003. \*(70-646)Windows server 2008, Server Administrator \*(70-642)Windows Server 2008 Network Infrastructure, Configuring \*(70-270) Installing, Configuring and Administering Microsoft Windows XP Professional.

# Education

BSBA Computer Management, (1991-1995)

Colegio de San Juan de Letran – Intramuros Manila,Philippines

Network/PC Troubleshooting, (Dec 2000 - February 2001)

System Technology Institute – Marikina City, Philippines

High School (1985- 1991)

Manila Cathedral School - Tayuman, Manila Philippines

# References

John Langevin

Vice President, FBO Operations US

Jet Aviation Holdings USA

201 462 4004

[John.Langevin@JetAviation.com](mailto:John.Langevin@JetAviation.com)

Jeremy Pace

Sr. Director, Global IT

Jet Aviation Holdings USA

41614184111 (EU number)

+65 9627 3077 (Singapore number)

Jeremy.Pace@Jetaviation.com

Mouloukou Kante

Specialist IT Administrator

Jet Aviation USA

818 261 6038