**Donnel V. Aliwalas**

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**WORK EXPERIENCE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**June to Present**

**Employer:** Jasper Technology LLC

(Hangsen US)

IT Support/ Shipping & Receiving

1480 S Vineyard Avenue Ontario, CA 91761

**RESPONSIBILITIES**

IT Support

* Install or repair windows computers and printers
* Diagnosing and solving problems that develop in their operations.
* Install, operate and maintain network services, routers, switches modems
* Respond to user questions
* Maintain IT Assets, inventory, workstation
* Manage File Server
* Perform other job-related duties as may be assigned or required

Shipping and Receiving

* Additionally, this position is responsible for maintaining inventory of parts in and out of the warehouse
* Trace and track shipments to ensure timely delivery
* Cooperate with representatives from other departments in the organization to provide warehouse information as requested
* Arrange transportation, schedule staff, and orchestrate deliveries to meet customer demand with little to no delay
* Takes steps to avoid quality control issues

**January to April (Part-Time)**

**Employer:** Akash Management (Carl’s Jr)

IT Technician

716 Corporate Center Drive Pomona, CA – 91768

**RESPONSIBILITIES**

* Performs preventative maintenance service, emergency repair, and cosmetic repair on restaurant equipment and property. (Via telephone and with/without remote management tools), including installing and upgrading software, installing hardware, and configuring systems and applications.
* Manage and monitor Zendesk.
* Performs regular inspections of all assigned restaurants and reports the condition and maintenance status of equipment and property.
* Maintains store-level records of equipment, spare parts and company owned tool inventories. Provides reports as requested.
* Above all else provides 1st and 2nd tier technical support for our restaurant locations.
* Performs other job-related duties as may be assigned or required.

**December 2017 – December 2018**

**Employer:** Eforcity Corporation

Shipping Support

Address: 12336 Lower Azusa Rd. Arcadia, CA 91006

* Prepare invoices from the computer for the daily shipments
* Print out invoices per batch for the daily order (morning, noon, afternoon)
* Run AV program to fix “ address error”
* Co-ordinate with carriers for scheduling pick-ups
* Assist/help warehouse with shipping, including picking, packing and shipping of orders – daily
* Keep the inventory and shipping areas supremely organized and clean - daily
* Do JIT End of the day report - daily
* Upload GrouponS, WalmartDVS, Overstack, Overstack MP tracking
* Process regular End of the day report - daily

**January 2017 – October 2017**

**Employer:** Milestone Technology, Inc.

IMAC Technician

[3101 Skyway Court Fremont, CA 94539](https://goo.gl/maps/h4YDc15oWFm)

* Install, move, add, changes location of PC workstation/server rack
* Disconnect and reconnect services for your equipment
* Post end-user support via onsite help desk.
* Post-move auditing to ensure accuracy and satisfaction
* Migration services, physical deployments

**August 2014 – March 2016**

**Employer:** DHL Global Service Center - Philippines

IT - Specialist

Address: Star Cruises Center 100 Andrews Ave. Newport Cybertourism  
Pasay City, Philippines

* Responsible in monitoring and manage IT Servicenow Ticketing queue and provide timely resolution in person or remotely
* Manage creation and termination of user accounts for new and past employees. Including setup of computer equipment and phone/telephone.
* Maintains IT Assets, inventory, workstation and repair logs.
* Manage Active Directory of users, create accounts and set up e-mail
* Provided first-level technical support to end-users on proprietary software and applications including installation basic usage and appropriate service level to warranty.
* Supervise maintenance of 400 plus computer systems and ensured functional
* Administration and support of Windows 2008/2012 servers to include Active Directory, Group Policy,
* Troubleshoot office tools like outlook, lync/skype for business purposes

**EDUCATION** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**June 2008-April 2014**

* **Bachelor of Industrial Technology Major in Computer Technology**

Universidad De Manila

Address: Mehan Gardens, Manila Philippines

**SKILLS**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Computer knowledge**

* Extensive working knowledge of PC and laptop, network hardware, operating system, and software (including file server, workstation, printers, hard disk drives, UPS device and patch panels)
* High Level of Proficiency in Microsoft Office

**Languages spoken**

* English, Filipino

**REFERENCES** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Available upon request.