lAWRENCE GUIAO

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Authorized to work for any US employer

# career profile

*Forward-thinking IT Leader with a track record of success in implementing change and building and managing top-performing teams. Adept in driving IT projects and solutions that improve organizational processes, efficiencies, and systems. To obtain a responsible and challenging position in the information technology industry with an organization that will utilize my skills in system administration, software evaluation and implementation, system design, application development, network engineering, and server & workstation support.*

# education

## bachelor of science in computer engineering

**PROFESSIONAL EXPERIENCE**

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| senior IT MANAGER - *(Oct 2020 – AUGUST 2021)*CloudCore IT Solutions *Assisted upper management in setting goals that promote company growth. Oversaw IT department operations and training. Prepared schedules and other organizational reports as needed. Defining, implementing, and revising operational policies and guidelines for the organization. Directed the team in operational development of service network, including implementation of quality requirements and operating standards. Implemented security techniques to respond to incidents involving physical security, application, data security, system software security, and contingency planning.* |
| SENIOR IT MANAGER/ IT Service Delivery Manager – *(Oct 2014 - Oct 2020)*TOA Global INC *Led the IT department's operational and strategic planning, including fostering innovation, planning projects, and organizing and negotiating the allocation of resources. Managed the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including telecommunications, servers, PCs, operating systems, hardware, software, peripherals, and office automation equipment. Demonstrated familiarity with latest hardware, software and networking technology, as well as industry trends. Managed financial aspects of the IT department, including purchasing, budgeting, and budget review. Created ticketing System, In-house Timekeeping System (TOA Timeclock), TOA training system, TOA Exam Online, TOA Intranet, Facility and Reservation System and Radio Server System.* |
| IT MANAGER – *(aug 2013 - oct 2014)*LOKE Philippines Inc *Guided and mentored assigned team members to achieve daily operational goals. Maintained organized inventory with accurate records through proper ordering, tracking and auditing procedures. Provided a plan of action for all the challenges that the team has and handled escalations for unresolved issues. Built strong relationships with customers through positive attitude and attentive response. Assigned workload and track productivity of team members. Reviewed quality assurance issues and create appropriate training plans for assigned staff.* IT Project Manager – *(Jan 2012 - Aug 2013)* **the red flag group** *Outlined work plans, determining resources, wrote timelines and generated initial budgets as part of project scope determination. Designed and maintained project vision, project working standards, and agreements. Developed project roadmap, release plan, resource allocation, funding request, communication plan, risks and issues management plan, test plan, and defect management plan. Tracks, updates, and communicates project status in a proactive manner as it relates to project progress, resource utilization, change requests, issues, risks, and risk mitigation plans. Provided the technical leadership necessary for the successful completion of software development projects. Ensured the appropriate project documentation and deliverables are clearly defined and delivered.* Head of Information Technology – *(jan 2010 - jan 2012)* **TRUE GREEN ENERGY GROUP (TGEG)**  *Provided leadership and vision for IT strategic and tactical planning, prioritized initiatives, and managed all IT systems and resources to assure continued high-quality services. Produced weekly reports on IT operations and projects in a timely manner. Acquired, implemented, managed and operated all computer hardware, software, and networking systems. Advanced knowledge of IT trends, issues, technologies and pricing. Ensured the security of all IT hardware and software, web-based systems, data networking, and voice communication systems. Formulated the IT budget in cooperation with the department heads; ensuring assigned areas of responsibility are performed within budget. Negotiated and evaluated all contracts for computer and communication technology hardware, software, and services.* IT System Administrator – *(mar 2007 – jan 2010)*Clark Aviation international group development corporation (CAIGDC) *Managed, troubleshoot, and remediate domain and e-mail related incidents and problems. Installed and configured servers, network devices, firewalls, and storage devices. Reviewed and monitored the performance of enterprise hardware and software systems to determine overall health. Monitored the overall storage capacity of all systems. Reviewed and maintain system and device logs. Managed anti-malware applications, endpoint protection, and error logs. Stay current with trends surrounding IT solutions including, but not limited to, cloud services, virtualization and security best practices, and new technologies. Performed all routine administration and maintenance, including patching, applying security updates, and testing backup systems.* Technical Support Specialist – *(Jun 2000 - Mar 2007)* AMERICA ONLINE (AOL) *Provided support to customers that have basic technical problems. Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed. Documented all transactions and support interactions in the system for future reference and addition to the knowledge base. Explained technical information in clear terms to non-technical individuals to promote better understanding. Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks. Monitored the service desk ticket queue and following up to ensure a timely and satisfactory resolution to user requests/incidents within agreed SLAs. Maintained user, customer, and departmental confidentiality at all times.* |

# licenses and certifications

## Certified Information Systems Security Professional (CISSP)

**Credential ID:** CC-653480c5-c17d-49d9-bb1f-728688ba273b

## ITIL 4 foundation

**Credential ID:** CC-d24a446e-8f4b-4ddb-983b-6cafdc4dae99

## Cisco Certified Network Associate (CCNA) Certification

**Credential ID:** CC-4fb64d6a-3617-4243-8dba-0aaa94513c78

## Systems Security Certified Professional (SSCP)

**Credential ID:** CC-a6de64d8-e5bd-44e4-b19e-87c7157c5c1f

## Certified Information Security Manager (CISM)

**Credential ID:** CC-0025993c-451a-42f2-b9cc-a7825507883f

## CERTIFIED ibm Cybersecurity Analyst Professional

**Credential ID:** a9fb57bb-8f82-4de6-bf3f-f0df63a4b67b

## CERTIFIED ibm SECURITY ANALYST

**Credential ID:** WSA4AX5U49BW

## Microsoft Certified Solutions Associate (MCSA) Certification

**Credential ID:** CC-72ec0ef8-7135-4c35-9aab-8a52c17a754a

## Certified Associate In Scrum Fundamentals™ (CASF™)

**Credential ID:** 81292215646016

## Cyber Security Foundation Professional Certificate – (CSFPC™)

**Credential ID:** 6454977

## ISO/IEC 27001 Information Security Associate™

**Credential ID:** 97706406540463

## Lean Foundations Professional Certifications™ (LFPC™)

**Credential ID:** 21214450877681

## Lean Six Sigma White Belt Certified (LSSWB)

**Credential ID:** 85643456

## Scrum Foundation Professional Certificate (SFPC™)

**Credential ID:** 64684261

## Comptia security+

**Credential ID:** CC-ca06cee4-d67a-43fb-befe-b1602cd22489

## Network Security & Database Vulnerabilities

**Credential ID:** YV7V9WZ6MZ43

## Cisco Cybersecurity

**Credential ID:** 75d5f6db-c68e-42d9-b9ba-aea22428dfbc

## Information Security

**Credential ID:** CC-e6a38c09-4e22-4551-a7fb-dc32a0b138c9

## Microsoft AZURE cloud services

**Credential ID:** HJPCYWCXGMDM

## Cisco CCNA 200-301: Full Course for Networking

**Credential ID:** UC-821a1292-66b0-486d-8b49-f4182abf2816

## Desktop Support / Troubleshooting

**Credential ID:** UC-43ca38cc-43a3-4c0d-94d5-c78d4e62a48c

## Best Leadership and Management Training Course

**Credential ID:** UC-4e59bb11-1c3c-4648-ba8f-540183084a75

## Microsoft Office 365 Master Course

**Credential ID:** UC-db3b9936-35c0-490d-96ab-be5b7e40e6fe/

## Active Directory Administration

**Credential ID:** UC-6e9155fc-6d2c-4134-ae0a-f4b51a4318e0

# SKILLS

|  |  |
| --- | --- |
| * Cybersecurity * Technical Support * Microsoft Office 365 * ITIL * Networking * JIRA * Cloud Server * Agile * Operating Systems * Acuity Online Scheduling * Xlite / Bria Softphone * SnipeIT * Infusionsoft * Microsoft Azure * Sophos Endpoint Security * VOIP * SurveyMonkey * Scrum | * Strategy Planning * Tactical Planning * Leadership Skills * Budget Management * Policy / Program Development * Staff Training Development * Project Management * Security Planning * Excellent work ethics * Ticketing System * Centrify * Web Development * Active Directory * HTML/CSS3 * Practice Protect * TCP/IP * DevOps * Pfsense |

# core competencies

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| * Leadership * Teamwork * Career Oriented * Decision Making * Integrity * Communication * Tech Skills * Problem Solving | * Time Management * Commitment to Excellent * Planning * Focus * Responsibility * Motivational Support * Flexibility * Adaptability |

# awards and recognition

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| * Outstanding Design Project Award with Medal * Best in Operating System * Best in Networking Operating System * Best in File Server * Best in Peripheral Design | * 35 Timer Employee of the Month * 7 Timer Member’s Choice Awardees * 4 Timer 100% Contributors * 5 Timer SDM Top Consultant * 2 Timer Spot Awardee * 10 Timer Best in Attendance |