**Christopher Santos**

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EDUCATION

Bachelor of Science in Electronics and Communications Engineering

University of the East, Caloocan City, NCR, **Philippines** 1408

**WORK EXPERIENCE**

**MOTIVATE LLC , San Francisco CA 94103 – Senior/Level 2 Bike Mechanic**

September 3, 2019 – Present

* Performs basic to complex bicycle repairs on Bay wheels bikes.
* Triage, repair and maintenance of LYFT bicycles, advanced diagnostics repair on LYFT's latest E-bikes (Watson and COSMO).
* Logs all the work done on every bike and bike parts used through our Mobile Application systems (Bike Inspector/ LYFT app).
* Performs Fieldwork repair & maintenance on our Baywheels bicycles and e-bikes deployed across San Francisco / Bay Area.
* Provide training to new/onboarding Bike Mechanics.
* Perform other relevant tasks that may be assigned by the Manager.

**PACC Shipping Philippines Inc. – IT Officer**

November 2, 2017 – May 31, 2019

* IT support to a growing staff of 70+ employees consisting of Crewing Officers, Documentations Analysts, HR officers and Finance/Administrative officers.
* Generate/Track/Close tickets for all IT related issues in a timely and consistent manner as defined by our SLA policies and TAT.
* Assist with the on-boarding process, prepping and deploying systems, as well as training and educating new hires during IT orientations.
* Manage our asset lifecycle and IT procurement process, accurate cycle counts, and decommissioning processes.
* Evaluation / Assessment / deployment of the company’s hardware and software solutions and other IT related projects.
* Administration and Maintenance of the Company hardware and software inventory.
* Resolve technical problems with LAN, WAN, VPN, WIFI, Print Servers and other back-office systems.
* Oversee, support and troubleshoot our A/V conferencing systems in our multiple conference rooms/offices & training rooms (Cisco).
* Responsible for the company’s Multi-Functional Printers (FujiXerox) management.
* Performs some lifting of IT equipment’s during scheduled transfer or necessary migration.
* Administration and Maintenance of the Company CCTV (Dahua) & Biometric door security system (ZKTeco). Performs attendance report generation as needed by HR.
* Works with consultants, integrators and vendors of hardware and or/software products to evaluate and troubleshoot third party products and services.
* The main point of contact for all IT and security related requests.

**Odfjell Ship Management Philippines Inc. – IT Support Administrator**

April 20, 2017 – Oct 20, 2017

* Attends to vessel and office ICT problems via helpdesk ticket system.
* Coordinates with external vendor support for the resolution of cases, if applicable.
* Installs and upgrades systems in vessels and in the office.
* Updates patches and troubleshoots system issues.
* Coordinates with BGO ICT for system deployment and maintenance.
* Monitors and troubleshoots email, network and satellite connectivity issues.
* Releases quarantined and held messages on the email filters.
* Provides troubleshooting guidelines to crew and office personnel, as applicable.
* Manages and administers local office and vessel servers, network, and printers in cooperation with Cooperate ICT.
* Manages ICT user system accounts, facilitates change of password request, and creates system users, set membership and permissions according to approved requests and escalates to Corporate ICT 2nd line if needed.
* Manages folders and access rights and escalates cases to application support teams if needed
* Monitors daily and weekly file backups onboard and in the local office.
* Pro-actively do checklist task to maintain high efficiency of ICT resources.
* Facilitates and conducts ICT orientation and lectures as needed.
* Escalates application-related issues and does follow-up for resolution.
* Informs the ship coordinator, superintendent and Corporate ICT 2nd line for repair and spare parts replacement needed and any repair conducted, as applicable.
* Escalates cases to Ship coordinator for boarding and logistics arrangements.
* Provides troubleshooting guidelines, monitors and reports VSAT connectivity issues and coordinates with external vendors as applicable.
* Upon request travel onboard and support, maintain or upgrade the onboard ICT systems.
* Upon request travel onboard and support, maintain or upgrade maritime communication systems onboard.
* Performs other relevant tasks that may be assigned by the supervisor.

**Reed Elsevier Philippines – Information Technology Support**

May 2013 – August 2016

**Technical Support Specialist**

* Responds to incidents and requests from a service now ticketing system, providing immediate solution based on the TAT & agreed SLA.
* IT Support for all IT related issues on all desktop/laptop computers and other IT peripherals. Includes Mobile phones (IOs & android) and video conference meeting
* Setup/configure VOIP & SIP phones, Modem, Fax, Landline, printers, Wi-Fi AP etc.
* Active Directory Administration
* Builds & deploys (laptop & mobile phone) to end user as part of the new hardware provisioning process for newly on-board employees.
* Identify and escalate situations requiring urgent attention and redirect problems to appropriate sources.
* Management and troubleshooting of our A/V conferencing systems in our multiple conference rooms/offices & training rooms (Crestron control systems & PolyCom)
* Creates base image of Windows 7, Deploys OS & application updates on trusted machines using MDT and SCCM.
* Configure and resolves issues with hardware and software, be able to conduct minor repairs if possible, this includes Internet connectivity issues, & Internet browsers, Company owned applications, & other third party apps.
* Provide support and troubleshooting to employee having issues with WebeX and Skype for business video conferencing meeting.
* Provides a high level of customer service Interacts with business end-users, Service Desk, engineering, IT Information Security, and technology providers.
* Coordinates with external suppliers/vendors, in house helpdesk and service contractors to identify solutions to system problems of warranty and non-warranty desktop computer/peripherals.
* Configuration, setup and administration of VDI (Citrix, VMWare, Hyper V).
* Monitors malware detections/threats on desktop, laptop computers using McAfee ePolicy Orchestrator (ePO) and submits detailed monthly report to the IT and HR Leads.
* Project planning/handling related to PC hardware deployment / migration / implementation & desktop PC hardware and software inventory.
* Assigned as the team’s point person for setup/configuration of Modem, Fax, Landline, wireless access points, CCTV, etc. Includes structured cabling and line patching/tracing/ termination. (CAT5/CAT6/fiber optic) Set-up and maintenances of MDF and IDFs in assigned head offices.
* Sharepoint Administration. Includes site creation, user and group, site access and security.

**East West Banking Corporation – Information Technology Group –Desktop & Network Dept.**

May 2009 – January 2013

**Network Engineer / Desktop Support Specialist**

* Tracks & Monitors IT trouble tickets/backlogs based on the company’s SLA and TAT.
* Assigned team lead for the 14 contract-based third-party engineers includes supervising, training, team building, attendance monitoring, handling and processing (Systemantech’s) IT maintenance billing & request for payment.
* Provides/dispatches immediate on-call/on-site support for escalated hardware & software problems for EWBC internal clients and branches.
* Provides level 2 support for desktop related, telephone sets (includes VOIP), printers, and (MS Office apps-Includes Open source applications like Open office, Thunderbird etc.)
* Coordinate/escalate System related problems to 3rd party Engineers/Vendor.
* Handles projects mostly of new implementations, hardware deployments, capacity planning,
* Provides immediate IT on-site support for EWBC Senior/Executive officers in EWB Head office
* Technical support repair & maintenance request (TSRMR) Monitoring/Approval. Evaluate assess & recommend appropriate IT peripherals & equipment based on the required specifications needed by the end-user / department.
* Maintenance of hardware and software Inventory, and asset management.
* Receives e-mail complains and other IT request from EWB branches nationwide.
* Provides monthly accomplishment reports.
* Service car monitoring includes scheduling of engineer's itinerary on-site visits to branches.
* Receives new computer equipment and updates the company asset inventory.
* Reviews Resigned employee’s clearance forms (hardware & software related)
* Nortel VOIP / SIP set-up/configuration / installation.
* IPAD, iPhone, MacBook Pro, Blackberry and Android OS based devices network configurations.

**Filinvest Information Technology Inc. / East West Banking Corp. – Network Management Dept.**

August 2005 – May 2009

**Junior Network Engineer**

* Desktop support engineer for Filinvest Corporation & Eastwest Banking Corp. IT related issues (Desktop, & network related)
* Maintenance of desktop computers, laptop, LCD monitors, printers, KB/mouse and other peripherals for the corporation various internal clients.
* Structured cabling, tracing and termination & line troubleshooting.
* Windows NT workstation & Server OS installation and configuration.
* Delivery of new hardware equipment for new and existing EWB branches.
* Assigned as an immediate support on-site on one of the extension sites of the bank. (EWBC Credit card call center in Ortigas, Pasig City)
* Mini-PABX application immediate support & maintenance also includes VOIP devices (Nortel)
* Networking devices set-up & configurations. Includes Modem, Access points, Switches & Routers (Includes CISCO, HP, Nortel etc. )
* Preventive maintenances of desktop PCs and network devices.

**Certification:**

**CompTIA Network+ Certified**

career ID COMP001008236788

**My LinkedIn Profile:**

<https://www.linkedin.com/in/christopher-santos-55a46490/>

**Character References:**

Martha Saenz – Manager

Motivate LLC, 1225 Minnesota St., San Francisco, CA

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Lionel Santos -Manager

KFC

Mobile no. 415-424-7898

Alfred Duquiatan – IT Support Administrator

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