**Gaely Manalad**

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**TECHNICAL SUMMARY:**

**Expertise:** **-** Technical Support - System Upgrades & Optimization

- Virus Detection, Removal & Prevention - Security, Backup & Recovery Solutions

- Technical & User Documentation - Relationship Management

**Security:** Advanced user of intrusion-detection, IDS/IPS, DLP, SIEM, Vulnerability-scanning, Antivirus tools

**Networking:** LANs / WANs, TCP / IP, Firewalls, Wireless / VPN, Cisco Routers & Switches, Active directory

**Hardware:** iPads, iMacs, Tablets, Desktops, Laptops, Printers, Scanners

**Scripting:** Bash/Shell, Python

**Applications**: Zendesk, Microsoft Office, Norton / McAfee Antivirus, Symantec Backup Exec, Norton Internet Security

**Training and Skills**

* Hands on experience active using directory to create or delete accounts, password resets, edit user account information and remove access to the network utilizing active directory
* Install applications, software updates, patches
* Install and configure Printers
* Manage Active directory user accounts according to policies and procedure
* Installing and configuring DNS, DHCP, VPN, switches and router
* Installing and updating Windows operating system

**Experience**

**Support Technician/Inventory Testing Associates**

IT CreationsApril 2019 – Present

* Handle daily technical support activities on desktop support, data network and server management (Windows server 2002, 2003, 2007, 2010)
* Work with group policies
* Create user accounts, edit user account information, reset user passwords and remove access to the network utilizing active directory.
* Diagnosing and solving hardware or software faults
* Performing tests and evaluations on hardware
* Provide LAN (Local Area Network) and WAN (Wide Area Network) support to remote end users
* Assist other departments with any technical issues

**Desktop Support Technician**

Teletech Philippines December 2015 –December 2016

* Supported over 1000 computers
* Resolves and completes all assigned tickets in an efficient and accurate manner
* Maintains, configure, analyzes, troubleshoots, and repairs desktop computers, laptop/notebook computers, printers, peripheral hardware and software
* Build\deploy new workstations (desktop & laptop PC's)
* Install\upgrade hardware\software on Windows workstations
* Provide LAN (Local Area Network) and WAN (Wide Area Network) support to remote end users
* Provide network support
* Handle daily technical support activities on desktop support, data network and server management
* Uses logic and reasoning to identify and resolve issues that may impede delivery of quality service

**Education**

**Cybersecurity**

University of California, Los Angeles

A highly intensive 24-week long training program in cyber security. Skills learned consist of Wireshark, Kali Linux, Metasploit, Burp Suite, Pen testing, Splunk, Digital Forensics, Python, SQL, and training towards Security+, Network+ and CISSP.

**Computer Programming**

St. Nicolas College of Business and Technology

**Computer Literacy and PC Troubleshooting**

Systems Plus Computer College