**Gaely Manalad**

Northridge, CA 91324

Phone: +18185790420 | Email: Gaelyems@gmail.com

LinkedIn: linkedin.com/in/gaelyems

**TECHNICAL SKILLS**

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

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

- Technical & User Documentation - Patch Management

- Network Infrastructure - Troubleshooting

**Platforms:** Windows, Linux, Mac OS X, iOS, Android

**Security:** Advanced User of Intrusion-Detection, IDS/IPS, DLP, SIEM, Vulnerability-Scanning, Firewalls

**Networking:** LANs / WANs, TCP / IP, VoIP, DNS, HTTP, Firewalls, Wireless / VPN, Cisco Routers & Switches, Active Directory

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

**Software**: MS Office, Office 365, Team Viewer Remote Access, Norton / McAfee Antivirus, Symantec Antivirus, Norton Internet Security,

**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

**Experience**

**Support Technician/Inventory Testing Associates**

IT CreationsApril 2019 – Present

* Troubleshoot server and replace hardware parts such as hard drive, motherboard, power supply, processor, memory, monitors and LCD screens
* Installed software, modified and repaired hardware and resolve technical issues
* Testing over 100+ CPU’S daily
* Assemble and set up servers
* Perform tests and evaluations on hardware
* Perform other duties as assigned
* Assist other departments with any technical issues

**Desktop Support Technician**

Teletech Philippines December 2015 –December 2016

* Administered hardware and software support for 1000+ devices
* Handle daily technical support activities on desktop support, data network and server management (Windows server 2002, 2003, 2007, 2010)
* Setup new user accounts in active directory, edit, reset user passwords and remove access to the network utilizing active directory.
* Manage customer issues and requests by creating, tracking and documenting technical solutions
* 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
* Basic network knowledge and troubleshooting (TCP/IP, LAN/WAN, switching, routing, DNS, wireless)
* Create PC images based on hardware and department security needs