

# ELSON RICAFFRENTE

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Highly competent, process driven IT Professional with a career history of proven expertise in networking combined with in-depth knowledge in all phases of the system administrator. Equipped with an in-depth understanding in installing and configuring software, hardware, and networks; able to monitor system performance and troubleshoot issues. Extensive knowledge in project coordination, server configuration management, and network administration.

## EXPERIENCE

**MAY 2022 – PRESENT**

### **DISTRIBUTION CENTER ASSOCIATE**

ARITZIA DC – New Westminster, BC

- Facilitate inbound operations (stock receiving, sorting, stacking, transporting)
- Facilitate outbound operations picking, packing, stock shipping to retail stores and eCommerce customers)
- Foster inventory accuracy and maximize operational efficiency through utilization of our distribution space (ticketing, counting, recording, troubleshooting)

**JULY 2019 – AUGUST 2020**

### **SYSTEM ADMINISTRATOR**

SM INVESTMENTS CORPORATION - Pasay City, Philippines

- Centralized patching for all infrastructure servers for maximum security and usability.
- Developed and implemented policies that standardized infrastructure and information security, backup, and disaster recovery activities.
- Monitored critical applications and verified integrity and availability of hardware and server resources, systems, and key processes.
- Diagnosed, troubleshoot, and resolved hardware, software, or other network and system problems.
- Optimized and tuned hardware and software systems to boost application performance, decrease resource consumption, and minimize operating expenses.

**MARCH 2017 – JULY 2019**

### **ASSOCIATE SERVICE DESK ANALYST**

VISA BUSINESS PROCESSING CENTER CORP - Pasay City, Philippines

- Performed one-on-one remote helpdesk calls resolving customer issues via video chat.
- Remote onboarding services, helping customers to complete initial device setup and connection procedures.
- Collaborated with IT personnel to develop novel solutions to rare and unusual technical concerns.

- Expedited support calls by creating repeatable scenario guides for common technical problems.

#### **JUNE 2016 – DECEMBER 2016**

#### **IT INFRASTRUCTURE SUPPORT L3**

EMAPTA VERSATILE SERVICES INC. - Makati City, Philippines

- Design, install, and maintains the enterprise network to meet the functional objectives of the business.
- Ensure proper security controls are implemented with each hardware and software solution in accordance with client's data protection and security policies.
- Analyze and review network communications within the operating environment to ensure proper protocol and port management, access, and use.
- Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems, and key processes, reviewing system and application logs, and verifying completion of scheduled jobs such as backups.
- Perform daily backup operations, ensuring all required file systems and system data are successfully backed up to the appropriate media, recovery tapes or disks are created, and media is recycled and sent off site as necessary.

#### **JULY 2015 – FEBRUARY 2016**

#### **REMOTE SUPPORT ENGINEER**

LANWORKS PTE. LTD - Makati City, Philippines

- Hands on development, standardization, and management of all server infrastructures, including hardware, software deployment, images, and patching standards.
- Perform daily health checks on network infrastructure, VoIP and Communication systems that may involve reviewing device syslog and responding to alerts.
- Responsible for scoping, design, testing, documentation, and all steps required for the successful implementation of internal and external projects in the production network.
- Monitor and maintain proactive real time network monitoring of the network devices and network links capacity and utilization to ensure high availability and redundancy.
- Maintain Network/Infrastructure Security (Firewall, Access Control, Intrusion detection, Intrusion prevention, administrative Access Control) to best practices.

#### **AUGUST 2009 – JUNE 2014**

#### **IT SERVICES OFFICER**

SHOPPING CENTER MANAGEMENT CORPORATION - Bacoar Cavite, Philippines

- Manages and supports the health of the Active Directory Environment, DNS, DHCP, and Group Policy.
- Monitor, document and evaluate workload and capacity of IT resources (HW and SW) for determining feasibility of expanding or enhancing computer operations and make recommendations for improvements in our IT resources.
- Installing and configuring computer hardware, software, systems, networks, printers, and scanners.
- Supported users by quickly investigating and resolving hardware and software issues.

## ADDITIONAL EXPERIENCE

**MAY 2014 – MARCH 2015**

### **PROPRIETOR - MANAGER**

**HYPERION TRADING** - Rosario Cavite, Philippines

- Met with prospective clients to present company offerings, discuss products, and showcase service solutions.
- Arranged for product demonstrations and trial installations to promote brand awareness and increase sales.
- Obtained and renewed orders, promptly arranging delivery.

**APRIL 2005 – AUGUST 2007**

### **MANUFACTURING TECHNICIAN**

**INTEL TECHNOLOGY PHILIPPINES** - Gen. Trias Cavite, Philippines

- Contributed to manufacturing process improvements to meet production deadlines and KPIs.
- Maintained accurate and updated production records detailing outputs and incidents for each shift.
- Monitored production equipment operation and performs troubleshooting and diagnosis of malfunctions.

## EDUCATION

**DOUGLAS COLLEGE**

(EXPECTED GRADUATION AUGUST 2023)

**DIPLOMA COMPUTER AND INFORMATION SYSTEMS - CYBER SECURITY**

**SAN SEBASTIAN COLLEGE RECOLETOS - CAVITE**

(MARCH 2004)

**ELECTRONICS AND COMMUNICATIONS ENGINEERING**

## TECHNICAL SKILLS

- Microsoft Windows Server 2008, 2012, 2016
- Microsoft Active Directory, DNS, DHCP
- Microsoft System Center Configuration Manager
- Microsoft Office 365
- Microsoft Exchange
- Windows 7,8,10,11
- VMWare, Hyper-V, Oracle Virtual Box
- Evidence Imaging
- Cisco Routing and Switching
- Cisco ASA Firewall
- C#, Java Programming, Web Development
- MySQL, MS SQL Database
- MacOS, Kali Linux, Ubuntu

## INTERESTS

**Music:** I used to be in a rock band during college. Performing in events and competitions. I play guitar, drums, and I sing too.

**Sports:** I was a volleyball and basketball player during high school, college, and during my employment. Competing in small leagues for fun.

**PC Enthusiast:** I build desktop computers specifically for gaming.