

# KENRICK PAUL CRUZ PADILLA

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## Professional Summary

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*Proactive IT Specialist who excels in general IT knowledge. Highly exposed to different technologies pertaining, but not limited to IT Infrastructure, Security, Networking, and Operating Systems. Adept in delivering excellent client/ end-user service. Aiming to apply my superb analytical skills and technical knowledge to fill in your IT position.*

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## Qualifications and Technical Skills

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- Proficiency in both spoken and written English.
  - Consistent excellent CSAT scores and good client feedback
  - Superb analytical and problem-solving skills.
  - Great attention to details and time management skills
  - Ability to make administrative decisions and judgement
  - High expertise in desktop and laptop build, optimization, configuration and troubleshooting: Windows XP, 7, 8, 10, 11
  - Trained in MCSA Server 2012 R2 and ITIL v4.
  - Intermediate level experience in different Windows servers: 2003, 2008/R2, 2012/R2, 2016
  - Beginner-level proficiency in Python, Javascript, PHP, HTML5, CSS
  - Basic knowledge in Website Development
  - Intermediate level experience in Active Directory, DHCP, DNS, Group Policy, Print Management, and File Sharing/ ADFS
  - Basic Knowledge in Office 365 Exchange Admin Center administration, and O365 in general
  - Basic knowledge in Hyper-V
  - General understanding of LAN& WAN Network principles
  - Basic understanding of Firewall
  - Basic Powershell skills
  - Knowledgeable in Agile and Scrum
  - Basic knowledge in MS SQL.
  - Basic Skill in HP Integrated Lights-Out (iLO)
  - Antivirus management: McAfee, Sophos
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## Work Experience

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### DevOps/Systems Administration Engineer

Intelligent E-Processes Technologies Corp. a subsidiary of San Miguel Corporation Infrastructure Skyway Building

3<sup>rd</sup> Floor Toll Operations Building, Doña Soledad Ave, Brgy Don Bosco, Parañaque City 1700

May 2019 – September 2022

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- Remotely monitors plaza databases on a daily basis.
- Point of contact for our team in terms of P1 and P2 incident resolution and/or coordination to other IT department/s.
- Works as a Project Technician for IT Infrastructure project-related changes ie. Windows server installation, Rack config.
- Performs onsite support for database troubleshooting, hardware replacement and data integration.
- Organize, install and support the organization's computer systems.
- User account creation and maintenance of employees under RFID and Tollgate services.
- Working on Incident and Request tickets via using an internal ITSM Tool, IBM Maximo, on a daily basis.
- Routine infrastructure maintenance for QNAPs and Active Directory.
- Installing and configuring internal CRM and business software for different employees in the organization.
- Desktop and Laptop build, maintenance, troubleshooting, and optimization.
- General database administration
- Continuous interaction with the team to prevent problems and to improve the systems' performance, security and operation.
- Ensures the security of the IT infrastructure through access control, backups and firewall.
- Works with different IT departments in nurturing dependable infrastructure and networking so that it is always up and running.

- Provides IT solutions which helps the management implement faster and smarter business processes and analytics.
- Configures and monitors lanes.
- Manage and monitor all installed systems and infrastructure
- Install, configure, test, and maintain operating systems, application software, and system management tools
- Proactively ensure the highest levels of systems and infrastructure availability
- Monitor and test application performance for potential bottlenecks, identify possible solutions and work with developers to implement those fixes
- Maintain security, backup, and redundancy strategies
- Write and maintain custom scripts to increase system efficiency and lower the human intervention time on any tasks
- Experience with virtualization and containerization, specifically VMware & Virtual Box
- Performs Root Cause Analysis and troubleshooting using NMS tools in System and Network Problems detected.
- Deploys, integrates and implementation and actively maintains APIs
- Performed and documented UATs

## **IT Support (G-set) (project based)**

Beacon Solutions Inc.

IM314 Corporate 101 Bldg, 101 Mo. Ignacia Ave. Quezon City, Philippines

August 2017 – October 2017

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- Dedicated IT Support for Beacon's client, Enchanted Kingdom.
- Handles the ticketing and POS system of Enchanted Kingdom.
- Formats tickets via back-end user upon formal request.
- General hardware and software support, maintenance, and installation.
- Account creation and maintenance using Active Directory.
- Administers users' and admins' access rights via Active directory and in database.
- Handles the ticket scanning and accounting database via OMNI and SQL Server 2014.
- Works with the management to come up with the IT solutions for the continuous improvement in the general process of the ticket formatting, ticket scanning and POS of Enchanted Kingdom.
- Weekly updates and balances the number of tickets sold to the number of tickets at hand, and also seldom, rebooked tickets.
- Helped develop a new ticket scanning software via Visual Studio 2013 & .NET.

## **Junior Procurement Officer**

McConnell Dowell Philippines Inc

Level 4 NOL Tower Commerce Avenue, Madrigal Business Park Alabang, Muntinlupa

November 2015 – January 2016

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- Provides recommendation through bid tabulation for the materials needed in the project
- Purchasing quality materials within the budget cap
- Communicating with the suppliers for better transactions and possibly better prices.
- Management of all procurement activities for a given project from the start of the requisition to installation/delivery.
- Prioritize requisition based on project schedule.
- Check variances on time, cost and quality between P.R.S. schedule and engineering budget.
- Source and purchase construction materials based on the approved specification be it local or indent.
- Submit and recommend samples for approval and identify possible value engineering as alternatives for the project.
- Arrange and monitor delivery of purchased materials to Port Area and coordinate with brokers, forwarders and third parties on importation and exportation.
- Present materials / spare parts that can be subject to value engineering or equivalent substitute for cost savings.
- Issue request for quotations and canvass sheets, including short listing of suppliers and subcon for different requirements of the Project (Technical specifications, shop drawing)
- Validate the recommended evaluation for each requirement meeting the criteria of cost, quality and time before procurement.
- Decided on purchase terms and conditions within limits of authority.
- Initiate value-engineering alternatives.
- Recommend improvements to existing systems and procedures.
- Prepare and update bi-monthly status report and maintain files and documentation.

- Coordinate with concerned departments/units relative to:
- Liquidation of advances to suppliers
- Hauling and handling and insurance claims on bad order shipment.

## Comparts Computer Sales(OJT)

Unit 1912 Tower 1 Cityland 10 H.V. Dela Costa St. Makati City

- Provides general technical support to different clients.
- Delivers & installs software, units & parts.
- Installation and maintenance of CCTV & Software.

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## Educational Background

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Colegio San Agustin, Biñan, Laguna(2010-2015)

Juana Complex I, Southwoods Interchange, Biñan, Laguna

Bachelor of Science in Information Technology

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## Studies and Certifications

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### Javascript, PHP & Python Programming (Udemy)

Properdot Institute

### Intermediate Python: Master Decorators from scratch (Udemy)

Andy Bek

### Data Science: Python for Data Analysis Full Bootcamp (Udemy)

Ahmed El Mohandes, SDE Arts | Octavo

### HTML5 and CSS3 (Udemy)

Stone River eLearning

### Amazon Web Services (AWS) – Zero to Hero (Udemy)

Backspace Academy

### Fortinet FortiSEM – A step-by-step bootcamp (Udemy)

Hatem Metwally

### IBM QRadar SIEM – A step-by-step bootcamp (Udemy)

Hatem Metwally

### Python and Flash Demonstration Practice Course (Udemy)

Horizon Tech

### Big Data Programming Languages and Big Data vs Data Science (Udemy)

Lalitha Audikesavan

### Adobe Live Basics (Udemy)

Josh Werner

### HTML, Javascript & Bootstrap – Certification Course (Udemy)

YouAccel Training

### C# Test Automation Engineer – from Zero to Hero (Udemy)

Tigran Ter – Karapetyants

### SDET C#: Test Automation from scratch – Detailed Guide (Udemy)

Andrii Piatakha, Tigran Ter – Karapetyants

