

Ian Lemuel G. De Guzman



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Profile Summary

I am seeking a challenging and responsible position within a reputable organization, where I can utilize my Bachelor of Science in Information Technology skills to advance alongside the management team.

I am committed to facing practical challenges head-on, believing that hard work and dedication will pave the way for a successful career path.

Professional Experience

1. Eadad International Academy
IT Supervisor
August 2022 – Present

Duties and Responsibilities

- Provide 1st Level Support to the Staff - Student
- Administration of Windows Server 2019 - 2022
- Troubleshooting WAN and LAN
- Administration of Microsoft Product
- Administration of Exchange and Other Email Provider
- Administration of Classera
- Printer Troubleshooting
- Network Administration (Unmanage Device)
- Administration of Fingerprint Device
- Frontend Administration (HTML CSS)

2. Ayalna KinderGarden School
IT Supervisor
August 2022 – Present

Duties and Responsibilities

- Provide 1st Level Support to the Staff - Student
- Administration of Windows Server 2019 - 2022
- Troubleshooting WAN and LAN
- Administration of Microsoft Product
- Administration of Exchange and Other Email Provider
- Printer Troubleshooting
- Network Administration (Unmanage Device)
- Administration of Fingerprint Device

3. Techno Qatar
IT Support
September 2021 – July 2022

Duties and Responsibilities

- Install and configure hardware and software components
- Repair or replace damaged hardware
- Install and upgrade antivirus software
- Administration and troubleshooting of Active Directory
- Administration and troubleshooting DHCP Server
- Administration and troubleshooting GPO Management
- Administration and troubleshooting of File Server
- Troubleshooting Wan and Lan
- Microsoft Exchange (Setup Email Using Domain)
- Printer Troubleshooting

4. Alashbal International Academy
IT Support
August 2019 – July 2021

Duties and Responsibilities

- Provide 1st Level Support to the Staff - Student
- Administration of Windows Server 2019 - 2022
- Troubleshooting WAN and LAN
- Administration of Microsoft Product
- Administration of Exchange and Other Email Provider
- Printer Troubleshooting
- Network Administration (Unmanage Device)
- Administration of Fingerprint Device

4. Prosync / San Miguel Corp.
IT Helpdesk
January 2017 – January- 2019

Duties and Responsibilities

- Create Ticket on issues regarding the Toll Collection System from Tollways
- Inform Toll Operations on the details of the service (Technician Schedule)
- Troubleshooting WAN and LAN
- Administration of Microsoft Product
- Administration of Exchange and Other Email Provider
- Printer Troubleshooting
- Network Administration (Unmanage Device)
- Conduct Follow-up call on resolve ticket as required.
- Update the ticket from database.
- Administration of Fingerprint Device

Certification

AMA Computer College

- o Cisco CCNA 1- Introduction to Network.
- o Cisco CCNA 2- Routing and Switching essentials.
- o Cisco CCNA 3- Scaling Network.
- o Cisco CCNA 4– Connecting Networks.

Microsoft Server Certification – Pinoy IT Administration

Exchange Email Certification - Pinoy IT Administration

IT Technical Support Certification - Coursera

Skills

- | | |
|---|---|
| o Hardware and Software Installation <i>Level: Intermediate</i> | o Printer Network, Setup and Configuration <i>Level: Intermediate</i> |
| o Server Configuration (AD, DHCP, DNS) <i>Level: Intermediate</i> | o Photoshop <i>Level: Intermediate</i> |
| o (HTML, CSS, JavaScript, WordPress) <i>Level: Intermediate</i> | o Backup (Data Recovery) <i>Level: Intermediate</i> |

Language

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|---------|----------------|
| English | : Intermediate |
| Tagalog | : Expert |

Personal Information

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|----------------|--|
| Gender | : Male |
| Nationality | : Filipino |
| Residence | : Qatar Doha |
| Visa Status | : Transferable / Freelance |
| Marital Status | : Single |
| References | : Jansen Lopez (IT Supervisor) 511 Tactical |
| Phone Number: | +974 (7725 4664) |
| | Renz Sustento (IT Supervisor) Al-Kharashy Dental Center |
| Phone Number: | +974 (7725 4664) |

Education

Bachelor Degree, Bachelor of Science in Information Technology

AMA Computer College Lucena City - Philippines

June 2014 - April, 2017

I hereby certify that the above information is true and correct to the best of my ability

Ian Lemuel De Guzman
Applicant