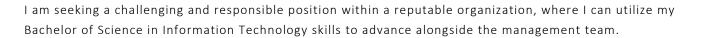
# lan Lemuel G. De Guzman

Address: Alsaad Street Doha 122001, Qatar

Email: <u>iandeguzman83@gmail.com</u>

Phone Number: +974 (7093-6479)

# **Profile Summary**



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

 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)
- 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



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
- 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
- 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**

Hardware and Software Installation

Level: Intermediate

Server Configuration (AD, DHCP, DNS)

Level: Intermediate

(HTML, CSS, JavaScript, WordPress)

Level: Intermediate

- Printer Network, Setup and Configuration Level: Intermediate
- Photoshop

Level: Intermediate

Backup ( Data Recovery )

Level: Intermediate

# Language

English : Intermediate

Tagalog : Expert

## Personal Information

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