

Orlando Luriz Nuqui

L2 Systems Engineers – Team Leader

AREAS OF EXPERTISE

- ❖ Server Infrastructure Administration
- ❖ Computer networks and TCP/IP
- ❖ Preventative maintenance
- ❖ Patch Management
- ❖ Supporting desktop systems
- ❖ Microsoft operating systems
- ❖ Ubuntu Linux /BASH
- ❖ Office 365
- ❖ Malware Removal/Prevention
- ❖ CISCO
- ❖ Back up Maintenance
- ❖ SaaS

PROFESSIONAL

Microsoft Certified Professional
-MCTS – Configuring Windows 7



Fundamental Linux Administration
Cybrary, License SC-7558af1ef-31c7f

Network Fundamentals
Cybrary , License: SC-7558af1ef-62162b



CORE SKILLS

Troubleshooting

Leadership

Time Management

PERSONAL DETAILS

Orlando Nuqui
Blk 28 Lt 2 Yellow St
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Mabalacat Pampanga
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CAREER OBJECTIVE

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development and help me achieve personal as well as organizational goals.

WORK EXPERIENCE

Technology Elite Inc
Clark, Pampanga
L2 Systems Engineers – Team Leader April 2016 - Present

- Monitoring of SLAs and Job queue.
- Windows Server monitoring, troubleshooting and configuration
- User Support, Active Directory. Network, Peripheral troubleshooting and setup
- Develop a strategy the team will use to reach its goal.
- Communicate clear instructions to team members
- Email setup and configuration
- Office 365 set up and configuration
- Backup configuration and monitoring

ECE Consulting Group
Paseo de Roxas, Makati City
Team Leader Sept 2015 – April 2016

- Responsible for developing a strategy the team will use to reach its goal.
- Managing the flow of day to day operations.
- Responsible in communicating clear instructions to team members.
- Provide any training that team members need

ECE Consulting Group
Paseo de Roxas, Makati City
Back office - CSR June 2015 – Sept 2015

- Responsible for filtering emails
- Responsible for processing orders for customers on merchant websites.
- Responsible for doing additional tasks such as answering surveys for the client

ECE Consulting Group
Paseo de Roxas, Makati City
Level 3 – Tech support Specialist Jan 2013 – May 2015

- Assists clients with malware removal from client PCs, laptop etc.
- Responsible for installing Security Software (Antivirus, firewall, etc.)
- Responsible for providing remote desktop support
- Responsible for optimizing computer performance
- Responsible for assisting clients in installing client operating system (Windows xp, Windows vista, Windows 7, Windows 8)
- Responsible for assisting customer in fixing printer issues, scanner issues, speakers etc.
- Responsible for assisting customer in fixing basic network/internet connectivity issue(wired, wireless, Bluetooth)
- Act as an escalation tech for complex issues

TRAININGS/SEMINARS

PC NETWORKING AND WINDOWS 2003 SERVER ADMINISTRATION – ACTIVE DIRECTORY – Computer Networking Career and Training Center (CNCTC)

WINDOWS 2016 Server Overview - UNLIPRO Learning Center Inc

AWARDS

With Honor - Asian Institute of Science and Technology (2007)

Best Technician – Asian Institute of Science and Technology (2007)

Best Back End agent – Sutherland Global Services (2010)

TELUS International Philippines
 Araneta Center, Cubao, Quezon City
 Business Helpdesk Specialist Jan 2012 – Dec 2012

- Responsible for trouble ticket creation for phone line incident reports
- Responsible for troubleshooting internet connection problems (ADSL, TCP/IP, ARP, UDP, etc.)
- Responsible for assisting customers in installing their antivirus software and firewall.
- Responsible for assisting customer’s in configuring and troubleshooting email clients (outlook, thunderbird, incredemail, etc.)
- Responsible for checking possible network outage issues

TELETECH Inc
 SM Pampanga, Mexico, Pampanga
 Technical Support Representative July 2011 – Jan 2012

- Assists customer in troubleshooting their 3G and Wimaxe(4G) internet problem.
- Assists clients with their email configuration and troubleshooting issues (outlook, thunderbird, etc)
- Assists customer’s with their billing inquiries.
- Responsible for troubleshooting Clearwire VOIP issues.

Sutherland Global Services
 Clark, Pampanga
 Senior Consultant July 2007 – July 2011

- Responsible in assisting windows clients with malware removal and prevention issues. (spyware, Trojans, virus, worms)
- Assist customer in installing their Antivirus software (Microsoft Security Essentials)
- Provide remote desktop assistance.
- Responsible for troubleshooting Windows Update errors.
- Responsible for troubleshooting WGA / WAT errors.
- Responsible for uploading virus samples for Microsoft Security Essentials as per client request.
- Act as last resort for complex Microsoft windows issues.
- Act as the technical lead for the account.

EDUCATION

Asian Institute of Science and Technology (2005 – 2007)
 Dau, Mabalacat, Pampanga
 Associates Degree of Computer Technology

Camachiles Resettlement Higschool (2001 – 2005)
 Camachiles Mabalacat, Pampanga
 Secondary Education

Sto. Rosario Elementary School (1995 – 2001)
 Miranda St. Angeles City
 Primary Education

REFERENCE - Available upon Request