ALBERT DE LUNA BALON

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OBJECTIVE

Produce result and contribute to the overall growth of the company.

ABOUT

More than Ten (10) years of technical experience in IT Infrastructure.

WORKING EXPERIENCE

August 2016 – Present

2Linc Solutions/Appterra Inc

(Acquired by Descartes Systems Group)

Systems Administrator

- Ensure high availability of systems and network infrastructure.
- Responsible for the installation, configuration and maintenance of Windows Server 2012 including VM and network devices such as Sophos XG Firewall and Cisco Managed Switch.
- Responsible for maintaining company's Domain registration and zone configuration, Google mail account, AWS EC2 Instance, RDS, Security Group, VPC, AMIs, Snapshot and CloudWatch.
- Responsible for the monitoring of the status of servers, windows and web services.
- Providing Level 2 Support for B2B systems.
- Conduct weekly maintenance to ensure that all systems are up and running.
- Provided documentation for Change Management, Disaster Recovery, Company Policy and Compliance and How-To documentation.

January 2016 – July 2016

KMC MAG Solutions Bonifacio Global City

IT Manager

- Accomplishes information technology staff results by communication job expectations; planning, monitoring and appraising job results; coaching, counseling and discipling employees; initiating, coordinating and enforcing systems, policies and procedures.
- Maintains staff by recruiting, selecting, orienting and training employees; maintaining a safe and secure work environment; developing personal growth opportunities.
- Maintain organization's effectiveness and efficiency by defining, delivering and supporting strategic plans for implementing information technologies.
- Direct technological research by studying organizational goals, strategies, practices and user projects.
- Completes projects by coordinating resources and timetables with user departments and data center.
- Verifies application results by conducting system audit of technologies implemented.
- Preserves assets by implementing disaster recovery and backup procedures and information security and control structures.
- Recommends information technology strategies, policies and procedures by evaluating organizational outcomes; identifying problems; evaluating trends; anticipating requirements.

- Accomplishes financial objectives by forecasting requirements; preparing annual budget; scheduling expenditures; analyzing variances; initiating corrective action.
- Maintain quality service by establishing and enforcing organization standards.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.

November 2014 – November 2015

Boutique Outsource Solutions Pty. Ltd.   Pasig City

Systems Administrator

- Responsible for network planning, equipment configuration, testing and implementation.
- Coordinate with Telco providers for the installation, maintenance and troubleshooting of communication lines such as Domestic Leased Line and DSL.
- Managing and deployment of equipment, maintaining and troubleshooting hardware such as servers, desktops, printers and network equipments.
- Plan, recommend and implement hardware requirements.
- Managing stocks of equipment, consumables and other supplies.
- Contact vendors for new requirements, hardware support, repair and maintenance.
- Planning and undertaking scheduled maintenance and upgrades.
- Assisting users to determine the nature of the problems, as well as responding to breakdowns, investigating, diagnosing and solving computer hardware faults.
- Manage, install, configure and maintain System and office applications.
- Provide reports and updates directly to the General Manager.
- Manage day to day System and Network Administration.
- Manage Windows Server 2012 (AD, DNS, DHCP), Offfice 365 (Mail and MS Exchange), Sonicwall Firewall, Cisco 1941 Router, Dell and Switch, Biometric Devices and CCTV Camera.

September 2014 – November 2014

Araneta Center Inc.   Quezon City

Assistant System and Network Applications Administrator

- Maintain network application system such as Exchange 2003 & 2007 server.
- Maintain and monitor ISA Server, Symantec brightmail gateway security and web filtering solutions.
- Responsible for maintenance of windows active directory, DHCP, DNS, File and print access and group policy objects in an enterprise network environment.
- Responsible for all windows server maintenance, performance and security administration functions to ensure that they are secured, operationally available and performing according to standards, policies and procedures.
- Carry out tests and perform security and quality controls by applying security configurations, apply antivirus and updates, and monitor the entire network to help protect network data, assets and data integrity.
- Prepare statistical and management reports concerning system operations.

August 2013 – May 2014

Vocus Inc.   Makati City

System Administrator

- Manage network and system security, including virus protection, intrusion detection and system vulnerability auditing. Create and implement network security policies and procedures to ensure company compliance.
- Manage network and workstation hardware/software resources and license inventory, proposing purchases and upgrades as necessary.
- Provide Tier 1 and 2 support for workstations, resolve system and program issues for all applications utilized by staff including network resources.

October 2011 – August 2013

KMC MAG Group Inc.   Makati City

Sr. IT Administrator

- Administered Windows Server (ADDS, DHCP, DNS, File, Printer, Hyper-V and WSUS).
- Administered Network devices (Sonicwall NSA240, Cisco 2800 Router, Dell PowerConnect 6224/3448, SonicPoint AP).
- Administered Dell PowerEdge 2950/1950 and Dell Optiplex 3010/755/745.
- Administered IP PBX and IP Phones(3CX VoIP PBX, Cisco, Linksys and Polycom).
- Administered Zmodo DVR and IP Security cameras.
- Administered biometric device.
- Coordinate issues and requirements directly to IT Manager and system providers.
- Supervised IT Support and IT Interns.
- Structured cabling.

January 2011 – May 2011

Tanay Industries Corporation   Quezon City
IT Specialist

- Administered Windows Server (Application Server)
- Administered SAP Business One.
- Responsible for hardware and software installation and configuration.
- Responsible for network installation and configuration.
- Coordinate system issue and user requirements between users and system provider.

November 2009 – November 2010

Makati Supermarket Corporation   Makati City
IT Associate

- Provided technical support for Makati Supermarket Corporation, Cash & Carry Mall, Cash & Carry Cinema and Restaurant Group (Peking Garden, Kimpura, Luk Yuen, Sizzler's BBQ and Coffee Shop).
- Monitor and support daily operation of Restaurant Group Point of Sales (POS) System.
- Monitor and support daily operation of Cash & Carry Cinema Ticketing System.
- Performed regular preventive maintenance and system back-up.
- Performed regular antivirus update and virus scanning.
- Responsible for hardware and software installation, configuration and repair.
- Coordinate POS problem and user requirements between restaurant group and system provider.
- Provided technical report and recommend solutions.

May 2009 – November 2009

Cash & Carry Mall - Adebe Realty Company Inc.   Makati City
IT Associate

- Provided technical support for Makati Supermarket Corporation, Cash & Carry Mall, Cash & Carry Cinema and Restaurant Group (Peking Garden, Kimpura, Luk Yuen, Sizzler's BBQ and Coffee Shop).
- Monitor and support daily operation of Restaurant Group Point of Sales (POS) System.
- Monitor and support daily operation of Cash & Carry Cinema Ticketing System.
- Performed regular preventive maintenance and system back-up.
- Performed regular antivirus update and virus scanning.
- Responsible for hardware and software installation, configuration and repair.
- Coordinate POS (Poin of Sale System) issue and user requirements between restaurant group and system provider.
- Provided technical report and recommend solutions.

September 2008 – April 2009

AB Business Solutions, Inc.   Quezon City

IT Specialist
- Responsible for hardware and software installation and configuration.
- Responsible for network installation

September 2006 – February 2008

Accent Micro Products Inc. Quezon City

Computer Technician/Sales Officer
- Responsible for computer repair and troubleshooting.
- Responsible for hardware and software installation.
- Diagnose all defective units
- Create reports and recommendations

EDUCATION

2001-2005 New Era University New Era, Quezon City
- **B.S. Computer Science**.