# Christian Nelson Pascuhin

## SYSTEM ADMINISTRATOR

📞 +63-9957851824

✉️ cnpascuhin@yahoo.com

✉️ cnpascuhin33@gmail.com

## EDUCATION

**Bachelor's Degree in Computer Engineering**
TRACE COLLEGE
2003-2006

**Computer Hardware Technology**
TRACE COLLEGE
1999-2003

**Pateros National High School**
1995-1999

## SKILLS

TEAMWORK

LEADERSHIP SKILLS

DECISION MAKING

INTERPERSONAL SKILLS

CRITICAL THINKING

## PROFILE

An accomplished IT Supervisor with a solid track record of 10 years in leadership roles, coupled with extensive experience as an IT technical support engineer spanning 3 years. With a background as a System Operations and Support Consultant for 3 years and a degree in Computer Engineering, I bring a wealth of expertise to the table. Throughout my career, I've collaborated with a range of industries, from manpower services to corporate retail, logistics, E-commerce, and IT services consulting. My passion lies in optimizing IT operations, providing top-notch technical support, and delivering strategic solutions that drive business growth and efficiency. I thrive in dynamic environments, leveraging my comprehensive skill set to tackle complex challenges and exceed expectations.
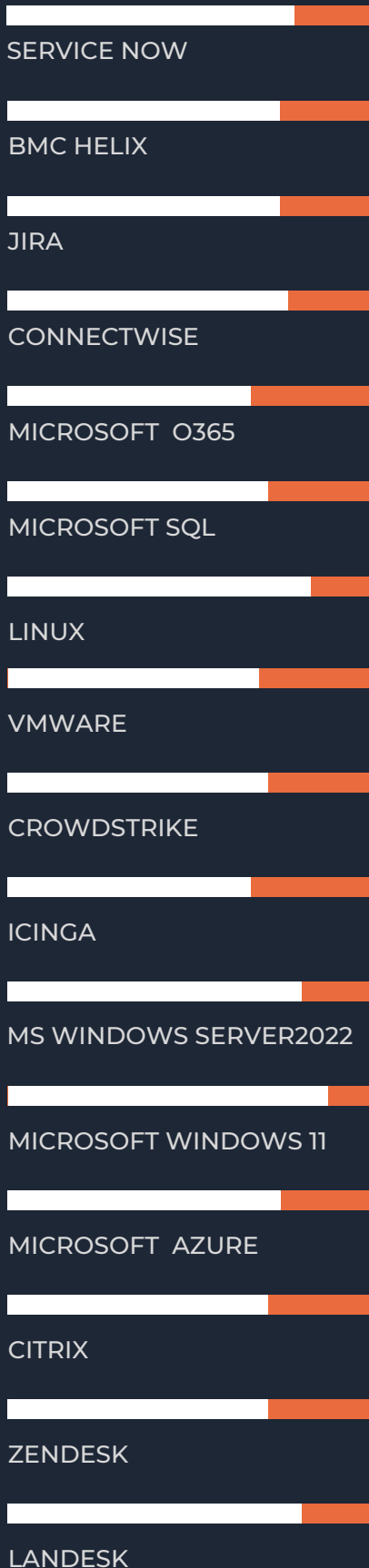
## WORK EXPERIENCE

### System Operations and Support Consultant

COLLABERA DIGITAL                    2023 - 2024

- System Manage BMC Helix ticket support and handling services such as Windows, Linux, o365, AD, VPN, Device Management, and Internet Protocol.
- Support through Outlook Email, Teams Chat and Calls, Remote through LANDesk RCViewer, and RDP
- Basic command scripting automation: PowerShell, Bash, and Putty
- Basic Knowledge Programming (Visual Studio Code, CSS, JS, C++, PHP, HTML, MS Access, MSSQL, MySQL)
- Installation of Ubuntu and Oracle Linux OS via VMWare and Physical iLO Server
- System Monitoring application Crowdstrike Firewall and Ivanti LANDesk
- Microsoft Windows Series OS, 2008, 2012, 2016, 2019 and 2022 Server, Linux, Centos, Ubuntu, and Oracle Server
- Knowledge of MS Office 365 and VMWare vCenter
- System Administration and Network Administration
- System Implementation and End-User Support

## SOFTWARE

- SERVICE NOW
- BMC HELIX
- JIRA
- CONNECTWISE
- MICROSOFT O365
- MICROSOFT SQL
- LINUX
- VMWARE
- CROWDSTRIKE
- ICINGA
- MS WINDOWS SERVER2022
- MICROSOFT WINDOWS 11
- MICROSOFT AZURE
- CITRIX
- ZENDESK
- LANDESK

### IT Supervisor

**FLASH EXPRESS PH, LTD CO.**                    2021 - 2023

- Support Through Email, Chat, Phone calls, Remote through RCViewer, Remote Desktop, Anydesk, and Teamviewer
- Installation of computer peripherals and applications
- Installation Access Point (WIFI) with Hardware Controller
- Maintenance, Setup, and Troubleshooting of Server, Desktop, Laptop, Printer, and Biometric
- System Administration, Network Administration, and Setup (LAN and WLAN)
- System Implementation and End-User Support
- Data Back-up and Recovery, Data Entry, Integrity & Control, Data Library & Media Control
- Microsoft Windows Series OS, 2008, 2012, and 2016 Server, Linux, Centos, Ubuntu Server
- Knowledge of MS Office 365
- Hardware/Software Troubleshooting, Structured data cabling plan
- Recommends Hardware parts for purchase and repair
- Installation HIK Vision NVR and CCTV
- Support for PBX SIP trunk line telephone
- Managing IT support and handling from assigned branches

### Technical Support Supervisor

**PUREGOLD PRICE CLUB, INC.**                    2009 - 21

- System Administration, Network Administration, and Setup (LAN and WLAN)
- Manage Domain Controller, AD Forests, Active Directory, Organizational Units, Group Policy, DNS, DHCP, and Services Configurations
- Data Back-up and Recovery, Data Entry, Integrity & Control, Data Library & Media Control
- Microsoft Windows Series OS, 2008, 2012, 2016 Server, LINUX Server, WINDSS Server, Centos and Ubuntu Server, JDA/AS400 Application, Microsoft SQL 2008, Anahaw POS Application
- Knowledge in Linux Systems, VMware and MS Office 365
- Hardware/Software Troubleshooting, Structured data cabling plan
- Setup and Support UPS of Computer, Server and POS
- Recommends Hardware parts for purchase and repair
- Support for PABX local trunkline telephone
- DIGI and Bizerba weighing scale knowledge
- Managing technical support engineer and handling from assigned branches
- Manage and Process Sales report

## LANGUAGE

ENGLISH

FILIPINO

## WORK EXPERIENCE

### IT Specialist

GENSERVE SOLUTIONS, INC.                    2008 - 09

- Installation Access Point (WIFI) with Hardware Controller
- Installation of computer peripherals and applications
- System Implementation and End-User Support
- Hardware/Software Troubleshooting, Structured data cabling plan
- Recommends Hardware parts for purchase and repair
- Support for PABX local trunkline telephone
- Managing technical support engineer and handling from assigned branches

## CERTIFICATE AND TRAINING

- CCNA - Cisco Certified Network Associate
- CompTIA Network+
- AWS Certified Cloud Practitioner Course
- Network Fundamentals Course
- Fortinet Overview Course
- Introduction to Cloud Computing
- Linux Command Line and Shell Scripting Masterclass
- PowerShell Functions Master Class
- Advanced Wordpress Course for Professionals
- Complete Data Science BootCamp
- Hands-On SQL Server,ManagementStudio,SQL Queries,AzureStudio

## REFERENCES