**Dennis Jeffrey C. Flores**

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**Objective:**

Results-driven IT leader with over 16 years of I.T. experience and 5 managing global Windows engineering teams and complex infrastructure. Seeking to leverage extensive Windows server, automation, and management expertise in a Head of Wintel Operations role at TPICAP.

**Technical Skills**

* Windows Server, Active Directory, Group Policy, PowerShell, VMware vSphere, Veeam Backup, MS Exchange/Office 365, Azure, Ivanti Patch Management, Networking.
* Strong automation skills with PowerShell, VBScript, batch scripts and Power automate. Contributed to automation to reduce manual efforts in patching, health checks, and Administrative tasks.
* Knowledgeable in PKI, SSL certificates, IIS, DFS, clustering, storage technologies.
* Knowledgeable in Nutanix, Citrix, VMware NSX, Forefront, Trend, NetBackup.

**Managerial Skills & Experience**

* Over 5 years leading global Windows/Wintel operations teams of up to 12 engineers.
* Skilled in mentoring, developing, and motivating technical teams to improve performance.
* Strong at setting clear objectives, providing feedback, and aligning team goals to business strategy.
* Effective at managing resources and allocating staff to meet project needs.
* Experience defining workflows, processes, and documentation to optimize team efficiency.
* Strong verbal and written communication skills, able to communicate effectively across teams.
* Excels at driving initiatives to reduce costs, enhance productivity, and increase efficiency.
* Knowledge of ITIL practices and experience applying to operations activities.
* Proficient at identifying and resolving resourcing gaps for continuous service improvement.
* Knowlegable at reviewing changes, assessing risks, and implementing to minimize business disruption.

**Experiences:**

November 2022 to Present **Team Lead, Global Wintel Operations**

**TPICAP | Taguig BGC**

Managerial Responsibilities:

* Led and managed a team of 9 engineers, ensuring 24/7 support for the Wintel service line.
* Mentor and provide performance feedback to promote growth and development.
* Define and communicate team objectives to align with company goals.
* Responsible for overseeing my team's operational tasks and ensuring the efficient execution of all assigned projects

Technical Responsibilities:

* Review and approve high-impact changes to Wintel service offerings.
* Conduct root cause analysis and Problem Management for high-impact incidents.
* Led the team in providing L1 to L3 support across Wintel services during allocated shifts.
* Serve as an escalation point for complex technical issues.
* Develop and maintain knowledge base articles for team use and learning.

Key Accomplishments:

* Contributed to TPICAP Tooling development that led to the reduction of toil in areas of patching, morning checks, and administrative tasks.
* Initiated and executed the consolidation and migration of team documentation into Confluence, enhancing execution efficiency and ensuring information security in a single, auditable location.
* Contributed in building best in class practices for the TPICAP center of excellence in Manila

October 2018 to October 2022 **Manager, Enterprise System Operation**

**Alorica | Taguig, BGC**

Managerial Responsibilities:

* Oversee a team of 12 System Administrators, ensuring performance and quality output.
* Review and manage tickets, SLAs, operational documentation, and escalations.
* Conduct weekly one-on-one meetings and goal-setting reviews with team members.
* Allocate resources effectively to meet project requirements.
* Establish team goals and key objectives aligned with company strategy.

Technical Responsibilities:

* Handle escalations for incidents and requests related to enterprise systems.
* Guide troubleshooting for high-severity issues within the enterprise systems domain.
* Offer solutions for complex requests and develop monitoring strategies.
* Devise mitigation plans for alerts, failures, and outages within Enterprise Systems.
* Provide RFO analysis for high-impact incidents and lead special projects as required.

Key Accomplishments:

* Designed a no-cost certificate management process using Microsoft Flow with ServiceNow integration.
* Developed quality controls for server build and decommissioning processes.
* Built a capable Operations team supporting the business 24/7 during the pandemic.
* Reduced Enterprise Systems ticket volume from 2000 to 1000 per month through noise reduction techniques.

September 2015 to September 2018 **Senior Windows NT Administrator**

**Expert Global Solutions**

**Berthaphil Business Park, CSEZ, Pampanga**

* Drove performance and efficiency as the Philippines Enterprise Run Team Lead Administrator.
* Oversaw the Windows Server Group (WSG) during assigned shifts, managing escalations, critical incidents, and resource allocation to ensure optimal outcomes.
* Developed and implemented processes and documentation for the WSG Team to streamline operations and enhance productivity.
* Monitored the incident and request queue, ensuring open items met SLAs and critical incidents were addressed promptly.
* Conducted technical reviews of proposed changes, ensuring adherence to best practices and minimizing potential risks.
* Actively participated in high-risk changes and incidents, demonstrating problem-solving skills and technical expertise.
* Served as a subject matter expert within the organization for PKI and certificate/C.A. management.
* Collaborated on Windows Server Vulnerability Management and Remediation efforts, bolstering system security and stability.

June 2012 to September 2015 **Windows NT Administrator**

**Expert Global Solutions |Taguig, BGC**

* Expertly managed installation, configuration, maintenance, and auditing of Windows systems infrastructure to ensure optimal uptime and performance.
* Played a crucial role in analyzing requirements, developing standards, and making recommendations to optimize Windows server hardware, storage, and user groups.
* Optimized performance through monitoring, tuning, and proactive troubleshooting of hardware and software issues. Resolved Help Desk tickets promptly.
* Participated in business continuity planning, on-call support, and diverse projects showcasing adaptability and teamwork.

**Notable projects:**

* Designed and developed an enterprise-wide PKI infrastructure for internal use.
* Led a successful Trend antivirus upgrade and migration.
* Managed server infrastructure buildout for EGS Philippines' flagship site in Centris.
* Overseen server infrastructure buildout for EGS Philippines' remote sites in Laoag and San Nicolas.

March 2011 – June 2012 **Technology Consultant II**

**HP Philippines Enterprise Services | Adaptive Infrastructure** Support

Wintel Technical Support Remote Engineer: Delivered exceptional technical support for H.P.'s IaaS offerings.

* Provided expert 2nd-level support for Windows and platform issues within HP AIS data centers. Constructed Windows servers compliant with specifications.
* Played key role in problem management - identified root causes of recurring incidents and collaborated on solutions.
* Implemented changes ensuring smooth transitions. Conducted trend analysis to reduce tickets and improve L1 efficiency.
* Developed run books and provided technical guidance to foster team growth. Boosted performance through ITIL best practices.

Notable accomplishments:

* Automated V.M. deployment via vSphere 4.4, enhancing efficiency.
* Contributed to H.P. Australia AIS data center buildout, ensuring a successful expansion.
* Served as an ITIL Lite instructor for onboarding employees, promoting knowledge sharing and best practices.

March 2010 – March 2011 **Senior Service Delivery Analyst**

**Transcom WorldWide |Frontera Verde, Pasig City**.

Senior Service Desk Technician & Regional I.T. Staff: Skillfully managed 1st and 2nd-level incidents/tasks, acting as a key liaison between various departments and service providers.

* Provided local and remote IT support for Transcom Manila sites and served as primary point of contact between departments and vendors.
* Supplemented Tier 2 technicians and acted as backup desktop support, ensuring seamless assistance.
* Led user access group focused on managing, automating, and adhering to PCI requirements. Developed VBS scripts for user management.
* Administered Microsoft BPOS, FTP, Webmail. Performed audits to ensure AD aligned with HR database.

Notable accomplishments:

* Streamlined user access and clean-up processes by creating a semi-automated system for managing users in A.D., Email, and Avaya systems.
* Served as an ADSI subject matter expert, significantly contributing to PCI-required AD checks and automation.
* Successfully configured and deployed SharePoint Server (WSS 3.0) for Transcom Service Desk use, improving collaboration and efficiency.

March 2007 – March 2010 **Senior Service Desk Analyst**

**iQor Inc. | Clark Pampanga.**

Senior First Level I.S. Support Specialist for iQor's Global I.T. Service Desk Team: Delivered comprehensive initial support to 8,000 employees across nine global locations.

* Troubleshot, documented, and resolved technical issues reported by employees. Assessed errors and determined effective resolution strategies.
* Adhered to all IT Service Desk processes and procedures.
* Participated in Problem Management Process - collaborated to identify root causes and provide timely resolution.
* Prioritized issue urgency and efficiently managed resources to ensure timely completion of assignments.

**Education:**

March 2004 - November 2009 B.S. Computer Science

Holy Angel University

Angeles City Pampanga

**Training:**

VMware vSphere: Install, Configure, Manage [V5.5] – Stanly Online University.

Cisco Network Associate – Holy Angel University

Fluke Networks Cable Testing Technician – Holy Angel University

Desktop Support Technician – H.P. Learning

Microsoft Windows 2003 Administration - H.P. Learning

ITIL V3 Foundations Boot camp - H.P. Learning

Project Management Fundamentals - H.P. Learning

**Certifications:**

* **Managing and Maintaining a Windows Server 2003 Environment**

**Exam 70-290**

* **Implementing, Managing, and Maintaining a Windows Server 2003 Network Infrastructure Exam 70-291**
* **Implementing and Administering Security in a Windows Server 2003 Network Exam 70-299**
* **Exam 70-680: Windows 7, Configuring**
* **Cisco Certified Entry Networking Technician (CCENT) Exam 640-822 ICND1**

February 14, 2011, CSCO11519465

* **ITIL v3 Foundation**

January 27, 2012. Student Number: 100352472