

Contact

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Top Skills

Information Technology
Infrastructure

Technical Support

Cisco Networking

Ejay Regaña

Information Technology Specialist
Metro Davao

Experience

ViewQwest

Network Operations Center Engineer
June 2024 - Present (7 months)
Philippines

Global Staff Network

Information Technology Technical Specialist
May 2023 - May 2024 (1 year 1 month)
Philippines

Create a standard support procedure. Set up all 365 accounts locally for access to AAD/365 Admin Center with MFA on their phones for added security. Install accounting, engineering, and administrative software for users from various companies in our office. Provide support for 365 admin errors and MFA setup. Implement user time tracking with Hubstaff for performance monitoring and task management. Manage device inventory for remote work and install Malwarebytes for added security against malware, phishing, and other attacks. Also, work as a Security Admin for internal AAD and 365 Admin, ensuring user security against phishing emails. I also set up an Open Source Firewall for failover with the other Internet Service Provider and created network monitoring to block non-work-related sites for all users.

Ulticon Builders, Inc.

Information Technology Technical Support
October 2020 - March 2023 (2 years 6 months)

Daily ticket creation and processing according to standard procedures. Provide tailored support to users based on their needs, including satellite offices experiencing slow internet. Implement blocklists and whitelists for work-related website access. Install Satellite Internet in remote areas with no cellular signal for email communication. Set up user accounts with Site-to-Site VPN access. Deliver troubleshooting solutions for software, hardware, and network issues. Improve assessment techniques to meet department goals. Innovate solutions for common problems. Install Tracker for user monitoring. Implement VPN connections for satellite offices to access servers. Utilize Sangfor Technology for VPN tunnels and firewall

CSL Printing Press

Technical Support Representative

August 2018 - September 2020 (2 years 2 months)

Davao, Davao Region, Philippines

Set up Windows Server 2016 for the Computer to Plate Machine. Additionally, install an Open Source firewall (pfSense) to enhance security for on-premises users. Configure Active Directory Domain Services to ensure each user has their own profile. Establish folder redirection for the Shared folder for local users. Configure all machines, including Digital Printing Machines, large-format Printers (Tarpaulin Printers), and Continuous Paper Machines. Set up access rights for all folders for each user, ensuring they cannot access confidential files. Implement failover in pfSense and configure it to support two Internet Service Providers for redundancy.

Education

ACLC College

Information Technology