

Damien Chang

IT Manager

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PROFESSIONAL SUMMARY

Information Technology Manager with 20 years of IT experience including oversight of infrastructure, application support and system security services. Managed IT corporate standards compliance, asset management, project planning and management, budgeting, forecasting, and customer relationship management. Hands on manager and technical lead for IT-related projects.

KEY SKILLS

- Windows Server and Active Directory, GPO Management
- Microsoft 365 Platform
- Windows Server, Windows & MacOS
- MS Office Software
- Active Directory, DNS
- Troubleshooter
- Email & Data migration

PROFESSIONAL EXPERIENCE

Cheil Singapore Pte Ltd

IT Manager, November 2015 ~ May 2022

- Manage IT hardware, software and Infrastructure to support operations of company such as File Servers and implement scripts to help ease the support
- Install, maintain, configure and troubleshoot client workstations and support other IT applications
- Manage a pool of vendors for procurements, service agreement contracts, hire purchase agreement contracts, etc
- Managing network infrastructure such as Lan & wireless, VPN accounts creation and deletion
- Knowledge and hand on experiences on troubleshooting of IT issues, Firewall, Lan, etc
- Good knowledge of Windows Servers, Windows OS and MacOS environment
- Set up a remote session or video conference to resolve IT issues (During WFH mode)
- Asset management, staff onboarding and offboarding

- Provide IT orientation for the insights of the existing IT resources to new employees including setting up emails and in-house application on mobile devices
- Creating an account, push and create script, sync shared folder permission as well as adding printers, set up laptops, monitors and other electronic devices
- Strong problem solver and positive attitude, team player and work independently with the never give up attitude, keep trying, test and find workarounds to resolve problems
- Implementing and suggesting of newly workable solutions or ways that will resolve all IT issues
- Ensure continuous IT services and implement best practices to user's needs
- Projects accomplishment
- Set up and migrate to new File Server
- Involved in email migration from on premise mail server to MS365
- Involved in major and minor office renovation works
- Aligned local office and SEA offices with HQ's objectives such with updated IT policies and compliances
- Liaised with HQ and internal auditors to enforce IT policies and compliances
- Other ad hoc roles when required

Dentsu Asia Pte Ltd, IT Manager
Sept 2010 – June 2015

PBX System

- Administer and maintain telephone changes, including routing to seating assignments
- Liaise with PBX vendors for maintenance contracts and support

Infrastructure

- Ensuring firewall firmware is up to date and running at an efficient level.
- Ensuring WAN, LAN, wireless connections are operational and at a healthy level.
- Administer and maintain network devices such as firewall, network switches, printers, copiers, Access Points

Internal Systems (Servers and Backup)

- Administer Windows Server 2012 running Active Directory, DNS and DHCP on VMWare.
- Administer Windows Server 2003/2008 running File and Print services.
- Administer Microsoft Exchange 2010.
- Administration on Symantec EndPoint Management and AD policy implementation.
- User ID administrator such as creation of user accounts, resetting password, creating of shared folders, security and privilege settings.

- Perform and monitor daily/weekly/monthly data backup.

End Users (Win and Mac users)

- Provide first and second level troubleshooting of IT hardware and software.
- Provide Mac troubleshooting for Mac users.
- Provide installation and configuration of workstation, laptop, printer and phones.
- Tech refresh for office and users.

Asset and Vendor Management

- Manage all IT asset inventory.
- Manage IT expenditure and related IT equipment.
- Ensure proper licensing of all software and warranty of all hardware.
- Procurement of all IT equipment, services and ad-hoc purchase requirements

Preventive Maintenance

- Periodic maintenance of servers such as Active Directory, File and Print Server, Exchange during office hour and non-office hour

Ritco Technology

System Administrator, Dec 2008 – Sept 2010

- Out-sourced to Bartle Bogle Hegarty (BBH) to support their IT infrastructure, servers and end users.
- Knowledge of Windows 2000, Windows 2003, Windows XP operating system.
- Knowledge of Active Directory, DNS, DHCP.
- Knowledge of File & Print services (User rights/ACL assignment).
- Maintained Network, Windows 2000 and Windows 2003 Servers as well as client workstation.
- Maintained the servers and managed daily backup of Lotus Domino database and file server.
- Responsible for vendor management and maintenance of IT inventory
- Provide IT support to more than 100 users.
- Secondary backup support to regional users.
- Managed local and regional users in 24/7 environment

Createsoft IT Services Pte Ltd

System Engineer, Jan 2007 – Nov 2008

- Providing IT support to end-users, on hardware, software and network issues.
- Provide maintenance of Servers, Desktop PCs and Printers.
- Knowledgeable in server environments such as Windows 2000 Server and Windows 2003 environment.
- Knowledgeable in desktop environments such as Windows 9x, NT, 2000 and XP.
- Knowledge in Active Directory, AD Group Policy.
- Handle support calls all the way up to resolution includes 24x7 calls.
- Manage daily IT service calls, Site Inspection and Preventive Maintenance for servers.
- Ability to attend incoming enquiries, prepare quotations and some IT sales support.
- Coordinate and manage multiple vendors.
- Outsource to client for backend support on IT equipment, infrastructure and L2 desktop support to users, VPs and VIPs.
- Knowledge in Altiris Management Software.

UIC Asian Computer Services Pte Ltd
Senior Technician, Oct 2002 – Dec 2006

- Provide 2nd level Desktop Support to Island wide United Overseas Bank users.
- Installing, configuring and troubleshooting Desktops and Notebooks that include Operating Systems like Windows XP / 2000 / NT / 9x.
- Installing and troubleshooting Microsoft Office applications that include Outlook, Word, Excel & PowerPoint.
- Installing, configuring and troubleshooting applications that include VPN, Internet Explorer, Anti-Virus software, etc.
- Ensure the end-user to work with the minimum downtime of the computer.
- File permission settings to network drives and subdirectories.
- Network support skills.
- Knowledgeable in performing data backup, reformatting of PCs and Notebooks, upgrading of software, hardware and providing solutions to users.
- Technically competent in Windows Operating System, Microsoft Office, hardware and software.
- Great familiarity of setting up new PCs, Notebooks, printers and configuration of printer, internet and email application.
- Well versed in removing viruses, Trojans, spywares, unwanted software, etc.
- Experienced in supporting end users, e.g.: VPS, VIPs, etc.
- Experienced in onsite or in-house problem analysis in a fast-paced environment.
- Experienced in onsite problem analysis with customers and end user support over phone.
- Experienced in communicating effectively with customers and end users.
- Ad-hoc daily duties such as assigning fault calls to other engineers and coordination matters.
- Coordinate and liaise with relevant IT/Software vendors

EDUCATION

INFORMATICS COMPUTER SCHOOL • Diploma in Information Technology
June 2001 – June 2002

ASSUMPTION VOCATIONAL INSTITUTE • NTC 3
June 1997 – June 1998

OTHER INFORMATION

Languages (spoken and written): English and Mandarin
Expected Salary: SGD 7,000 ~ 8,000
Availability: Immediate