

# HARVEY ADOLFO GULOY

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## OBJECTIVE

I'm looking for full-time work in the IT and telecommunications industry.

## PERSONAL STATEMENT

As a highly motivated individual with a can-do attitude and practical knowledge of software and hardware programs, I am eager to leverage my skills and contribute to the company's success. With a track record of delivering exceptional technical assistance, I can provide top-notch support, solve complex issues, and ensure customer satisfaction. I bring a proactive approach, adaptability, and a commitment to continuous learning, making me a valuable asset to the team.

## WORK HISTORY

### Vemo IT

Auckland, New Zealand  
Jun 2023 - Present

#### ● Systems Engineer

Providing Level 1 and Level 2 support over the phone, remote access, or travelling to client sites.

- Provide support on all LAN peripherals such as Switches, Firewalls, Printers, and Routers
- Designing and deploying IT systems and management of IT projects
- Managing Azure AD, Exchange, and 365 apps
- Performing health checks on client systems and backups
- Integrating SSO with FortiClient VPN

### Network For Learning

Auckland, New Zealand  
Mar 2022 - Jun 2022

#### ● Customer Support Specialist

Talking to customers through phone/emails to answer questions, resolve network-related problems and provide information.

- Ensure that the school is safe from any cyber threats
- Conduct Tier 1 checks to troubleshoot the issue
- We use Fortigate as the Firewall
- Migrate DHCP to our Firewall
- Create policies to allow Inbound, Outbound or local traffic

### Mexicali

Auckland, New Zealand  
Nov 2021 - Feb 2022

#### ● Production Manager

- Updating Inventories & stock rotation
- Ensuring Health & Safety protocols are met
- Provide best customer experience

### Spark New Zealand

Auckland, New Zealand  
Nov 2020 - Mar 2021

#### ● Agile Coach Intern

We migrated Spark's data to Snowflake and handled our customer's data.

- Shadowing the Agile coach lead, being the Go-to Person for them
- Creating agile training programs & implementing them
- Keep up with customers' needs and include them within the sprint
- Coaching a team of 6 in Agile methodology
- Using Azure DevOps infrastructure to deploy, manage tasks and generate reports

### Southern Cross Campus

Auckland, New Zealand  
Feb 2020 - Feb 2020

#### ● Computer Technician/Teacher Aide

- Resolving issues (in the form of tickets) submitted by staff around the school
- Setup computers for students and teachers to use
- Configure network security/firewall
- Installed Windows on school computers through the network
- Setup Chromebooks for students to use/buy
- Resolving computer hardware issues

## Spark New Zealand

Auckland, New Zealand  
Dec 2019 - Mar 2020

### ● Intern Data Automation Engineer

We created a bot that handles all queries from users and troubleshoots. We also created a bot that continuously checks our system to detect failure/fault and sends us a detailed report.

- I used python to create scripts for the functionality of the bots
- We used Azure DevOps to manage our tasks, deploy our code, and save it in our repository
- We used Virtual Machines to create scripts and deploy

## QUALIFICATIONS

### Southern Cross Campus

Auckland, New Zealand  
2019

### ● NCEA Level 3

## TECHNICAL SKILLS

- Problem solving
- C Programming Language
- Matlab
- VHDL
- React Native
- Telecommunications and Networking
- Java
- Firewall Configuration Proficiency
- Python
- HTML and CSS

## PERSONAL SKILLS

### Communication

I can speak three languages fluently: Filipino, Ilokano and English; through this, I can elaborate myself properly.

### Adaptability

I can adapt to any circumstance, environment and embrace new ideas.

### Leadership

I always have a goal set before I do my job. I can motivate others and motivate myself. In everything I do, I do them passionately and make sure to deliver exceptional results. I can improve my work by analysing, assessing, and reconstructing it.

## COMMUNITY & VOLUNTEER EXPERIENCE

### Jesus First Christian Ministries

Auckland, New Zealand  
May 2023 - Present

### ● Worship Coordinator

Directing a 50-member group and coordinating the musical worship elements of church services and events.

- Music directing
- Teaching and training

### Jesus First Christian Ministries

Auckland, New Zealand  
Apr 2021 - Present

### ● Web manager

We are a team of six people who built our church's first website using Agile methodology.  
jfcmnz.org

### Ezra

Auckland, New Zealand  
Jun 2018 - Sep 2020

### ●

I was the team captain of our church's first basketball team. We got to the Semi-finals of the whole league and got to the finals in our bracket.

## ACHIEVEMENTS

### Machine Learning: Traffic Sign Recognition

2022

I programmed a bot and created a model recognising real-time Traffic signs. I used Python to develop this project.

## Smart Energy Monitor

2021

I designed the PCB, programmed the ATmega 328PB, calculated and chose the design for analogue circuitry, and programmed the embedded system using C programming language.

## ICAGILE CERTIFIED PROFESSIONAL

2020

## Dux Litterarum

2019

Top student

## University of Auckland Academic Potential Scholarship - Tier 3

2019

## First Foundation Scholarship Recipient

2019

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## INTERESTS

- Playing Basketball
  - Playing Chess
  - Playing Lead Guitar in a Church band
  - Computing
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## REFEREES

Referees available on request.