

ELVAR PIZARRAS DELOS SANTOS

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Professional Experiences

1&1 Internet Philippines, Inc. www.1and1.com

September 2016 - February 2018

Cebu City

Web Hosting Technical Support

Job Responsibilities:

- Troubleshooting a variety of technical and non-technical issues customers are having with their web hosting plans and services.
- Maintaining current hosting environment in both a Linux and Windows environment.
- Excellent understanding of DNS, SMTP, IMAP, POP, and HTML.
- Ability to maintain and implement a backup/disaster plan within a hosting environment.
- Performing DNS transfers and setup on behalf of customers as well as troubleshooting DNS issues.
- Troubleshooting customer's websites especially those that are created using open-source CMS such as WordPress, WooCommerce, etc.
- Providing support for customer hosting specific issues including debugging customer sites to aid in problem resolution as well as customer initial setup of sites.
- Ensuring servers are kept up to date and free of potential exploits.
- Setup and deployment of new hosting servers.
- Maintaining a highly available environment to minimize interruption to customers.
- Troubleshoot PHP, Apache, DNS, mail, FTP, SSH, MySQL problems.
- Identifying critical issues and escalating as needed for best customer experience.
- Assisting customers in setting up their email accounts on various mail clients and handheld devices or smartphones.
- Provide customer feedback to leaders to improve products, service, and customer satisfaction.
- *Awards & Recognitions:*
 - *Top 2 Agent – February 2017*
 - *Top 1 Agent – December 2017*
 - *Most Productive Agent*

St. Michael's College www.smciligan.edu.ph

June 2010 - February 2014

Iligan City

Information Technology Center Coordinator (Oct 2011 - Mar 2012)

Full Time CEIT Faculty

Job Responsibilities:

- Handled major InfoTech & Computer Science subjects.
 - *Operating Systems including Infrastructure Deployment*
 - *Web Development including Mobile Web Development implementations*
 - *Database Management 1 using MySQL & NoSQL*
 - *Computer Networking & Management*
 - *PC Hardware Troubleshooting & Maintenance using CompTIA A+*
 - *Systems Administration & Security*
 - *Capstone 1 & 2 (Thesis)*
- Former club coordinator of ClusterMinds Society & Litrato Photographers Group
- Former OIC of the Information Technology Center
- Deployed a Linux-based student server that serves as a playground for the students in the Unix environment.
- Implemented a proper documentation protocols and regulations for the laboratory's workstation repair and warranty management.
- Responsible for the system maintenance, security of the campus' Linux servers (Web, MySQL Database, Proxy Server) and management of the institute's data network.

ELVAR PIZARRAS DELOS SANTOS

WarriorR UK Ltd. www.warriorr.com

October 2010 – March 2015

Kent, United Kingdom

Team Lead / Remote Linux Server Support

Job Responsibilities:

- Focused on deployment, configuration, and administration of the company's Linux-based cloud server on DigitalOcean and Hostgator.
- Managed system updates and environment changes in concert with our developers and oversaw the transition from a traditional hardware infrastructure setup to a hosted private cloud solution.
- Configuration management via cPanel and basic administration using Chef
- Worked closely with the web development team for support in the development servers running on LAMP stack infrastructure.
- Collect the new technologies and tools, and introduced them to the company; in which way it helped the company build up a better development environment and improves the quality and efficiency of work.

GlobalChips Technologies www.globalchipscdco.com

November 2004 - October 2006

Iligan City

IT Technical Support / Technical Sales

HP & Dell Certified Support Staff

Key Responsibilities:

- Set up and networked computer hardware and peripheral devices for nonprofit organizations and private school systems.
- Provided functional and technical support, troubleshooting and diagnosing hardware and software problems, including network diagnostics to a variety of local business organizations.
- Assisted in the installation and updating of software, as well as the setup and troubleshooting of all equipment.
- Installed, configured and maintained HP-Compaq Desktop PC on public schools in Lanao Del Norte during the GEM-HP Partnership Program.
- Setup and Configure Dell RAS Server in Nestle Ozamis City.
- Supervise complaint ticketing system and follow timely resolution of all work orders.
- Install, organize, test, maintain, check and troubleshoot end user workstations and interrelated hardware and software.

Freelance Job

April 2015 - December 2015

Freelancing / Consultation & Contract-based Projects

Job Responsibilities:

- Coordinated and integrated project activities across local outsourcing group and provided systems consulting service which includes Cloud-based Linux server setup and Open Source CMS deployments.
- Provided IT solutions on local business using open source web-based content management systems.
- Developed Capstone Projects (Thesis) for IT students from various colleges and university using web-based applications.

ELVAR PIZARRAS DELOS SANTOS

Philippine Long Distance Telephone Company
Iligan City
On-The-Job Trainee (Network Technical Support)

April 2009 - June 2009

Job Responsibilities:

- Installing and configuring new DSL and Telephone lines to PLDT clients.
- Technical assistance in maintaining the DSL modems with the IS Supervisor.
- Assisted the network administrator in monitoring telephone switches.
- Assisted the network technician in structured cabling of their NGN (New-Generation Network) Deployment.

Educational Attainment

Higher Education

Bachelor of Science in Information Technology
2010
St. Michael's College of Iligan

Computer Technician & Systems Programming
2002
Iligan Computer Institute, Iligan City

Secondary Education

St. Michael's College of Iligan
2000

Seminars and Trainings

RootCon 6 Hacking Conference: Cyber Espionage
Parklane International Hotel, Cebu City
September 2012

RootCon 7 Hacking Conference: Pirates V.S. Ninjas
Parklane International Hotel, Cebu City
September 2013

3rd Quantum and Information Technology Convention
Xavier University Quantum Society
Marco Hotel, Cagayan de Oro City
January 2010

2nd Philippine Society of Information Technology Educators Regional Conference (P.S.I.T.E)
Capitol University, Cagayan de Oro City
December 2008

AMTI - Dell Technical Training
Accent Micro Technologies Inc.
Legend Villas Hotel, Mandaluyong City
April 2006

ELVAR PIZARRAS DELOS SANTOS

References

Dave C. Arcaya

Senior Software Engineer
NCR Corporation
Cebu City
32.231.9000

Ann Desiree Secuya-Tacodoro

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1&1 Internet Philippines, Inc.
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