**FRANCIS M. MEDIABELLO**

**Mobile: +**974-55056997

**Email:** dogil10102000@yahoo.com

**OBJECTIVE**

An avid technology enthusiast holding a Bachelor’s degree, a meticulous planner with a wealth of technical and administrative knowledge gained through working in various business sectors and across global cultures of corporate companies; local and international.

Looking to further advance in the career and utilize the vast knowledge, skills and innovative ideas gained while working abroad.

**EDUCATIONAL QUALIFICATION**

* **Bachelor of Science in Computer Science.** University of Nueva Caceres- Naga City, Philippines
* **Associate in Computer Technology**.Worldtech Resources Institute- Naga City, Philippines

**TRAINING &CERTIFICATIONS**

* Cisco Certified Network Associate: **CCNA**
* Information Technology Infrastructure Library: **ITIL 2011-FOUNDATION**

**PROJECTS EXECUTED**

* Hamad International Airport- Doha, Qatar
* Gulf Mall - Doha, Qatar.
* LAN Network Implementation for Villaggio Mall - Doha, Qatar.
* LAN Network Implementation for Landmark Mall – Doha, Qatar.

**DOMAIN EXPERTISE**

* Platform/OS : All Windows Client OS.
* Networking : Switches, Routers, Cables, firewalls, LAN/WAN.
* Security products : Norton antivirus, Symantec, Kaspersky.
* Protocols : TCP/IP, HTTP, FTP, TFTP, SMTP, TELNET, RIP, EIGRP, OSPF, BGP, STP.

**WORK EXPERIENCE**

**Azadea Holdings,** Doha-Qatar

**IT-Field Support Specialist / IT Infrastructure/IT Project Coordinator**  (April 2007- PRESENT)

**Job Descriptions:**

* Mainly in-charge in installations, trouble shooting and maintenance of windows based client terminals, POS, e-attendance, e-pricing machines, Wi-Fi devices, Cisco Router/Switches and Telecom devices.
* Install, configure and maintain network & network components.
* Work as a team member with other technical staff to ensure connectivity and compatibility between systems.
* Installs and configures specified software packages such as operating systems, business applications and other office tools.
* Provide on-site and remote support to users’ support request in relation with networking, operating system, system hardware diagnoses, software and operator problems.
* Performs installation of all IT & Telecom hardware and software in the new stores/renovated within the timeframe set by management.
* Performs troubleshooting and data archiving tasks on the store POS machines and POS Servers. Consistently delivers high-quality services to end-users.
* Design and implement IT infrastructure to the new/renovated shops and coordinate to the project contractor.

**Current Projects:**

* **Newly 12 Shops in Gulf Mall-Doha, Qatar**

**Role:** IT Infrastructure and Project Coordinator

* **Newly 2 Shops in Lagoona Mall -Doha, Qatar**

**Role:** IT Infrastructure and Project Coordinator

**York International Hotel**, Bur Dubai, Dubai-U.A.E   
**Junior IT** **Field Support Specialist**

(December, 2004 – March, 2007)

**Job Descriptions:**

* Carry out troubleshooting the fault and performance management systems.
* Assist in Monitoring, troubleshooting, and documenting the usage management and fraud management systems.
* Assure the availability of the service view for the operation teams.
* Assist in preparation of Functional and Technical Specifications.
* Conduct system integration testing and support.
* Ensure all data on reports is accurate and up to date
* Creating Daily, Weekly, Monthly reports for Network availability.
* To contribute operations of LAN and WAN to ensure maximum uptime.
* Preventive maintenance of the network elements.
* Installation/upgrades of hardware peripherals.

**PERSONAL DETAILS**

* + Date of Birth: 19th September, 1981.
  + Languages: English & Tagalog (Fluent-Read & Write)
  + Nationality: Filipino
  + Marital status: Single
  + Driving License: Qatar
  + Visa: Work Visa-Transferrable
  + Reference: Available on Request.