

## AREAS OF EXPERTISE

*VMWare EXSI*

*Microsoft Dynamics NAV 2018*

*Microsoft Office 365*

*ServiceNow Ticketing Tool*

*Fortinet Firewall*

*Windows Servers*

*Acronis*

## PERSONAL DETAILS

***Keneth A. Viagedor***

*Block 31 lot 28 La Aldea Del Mar, Pueblo De Oro,  
Babag 2, Lapu-Lapu City*

*Cebu, 6015*

*Celno: 0917-859-3661*

*Email: [keneth.viagedor@gmail.com](mailto:keneth.viagedor@gmail.com)*

*DOB: 05/06/1986*

*Driver's License: Yes*

*Nationality: Filipino*

# Keneth Viagedor

## System Administrator



## PERSONAL SUMMARY

A competent IT professional with a proven track record of providing specialist technical support. Extensive experience of working in the front-line helping clients and colleagues resolve complex technical IT issues. Possessing excellent client facing skills, natural problem solving and analytical skills and able to contribute to the development of best practice, procedures, and policies within a company.

Currently looking for a suitable System Administrator position with an ambitious company or organization.

## WORK EXPERIENCE

***Neovia Philippines Inc.***

***ADM Animal Nutrition***

**SYSTEM ADMINISTRATOR**

May 2016 – Present

### Duties:

- Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization
- Configure and install local servers, execute hardware and software upgrades, and support disaster recovery and backup procedures.
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues.
- Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure.

- Install firewalls and anti-virus software to ensure data integrity and cybersecurity.
- Performed active directory user/computer accounts and group policy management.
- Involved in assisting users to access files in shared drives using map network drive feature.
- Perform installations, upgrades, and troubleshooting for IT devices, including laptops, desktops, printers, and smartphone devices.
- Lead desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions.
- Setting up and configure Virtual Private Networks (FortiClient VPN) and remote desktop on travel laptop.
- Provide training for new employees on software and company procedures.
- Attend monthly meetings with APAC team for continuous improvement opportunities and enhance the delivery of IT services to users.

### ***Popular Feedmill Corporation***

#### **IT STAFF**

June 2015 – May 2016

#### **Duties:**

- Responsible for diagnosing & resolving hardware, software & end user's problems.
- Acting as the first point of contact for all IT & technical queries.
- Involved in the rollout of software updates and patches.
- Investigate specialist and complex IT support issues.
- Communicating with third party technical specialists.
- Configuring and managing backup & restore procedures.
- Maintaining a wide range of computer hardware and software programmes.
- Identifying & reporting on the budgetary implications of IT projects and upgrades.
- Provide secondary support for LAN administration.
- Deploying new hardware, server backups & evaluating new software & security risks.

### ***Microsourcing Inc.***

#### **COMPUTER AIDED MEASURING TECHNICIAN**

February 2012 – September 2012

- Analyze aerial pictures of rooftops and walls.
- Measure roofs and meet quality and quantity standards.
- Produce reports depending on complexity, while meeting an accuracy
- Using our sophisticated software converting these aerial pictures into CAD (computer aided design) drawings including exact measurements

#### **KEY SKILLS AND COMPETENCIES**

- Physically fit & able to lift IT equipment, crawl under desks to access cabling etc.
- Able to communicate complex IT issues to suppliers and non-technical staff.
- Ability to work well in a team environment.
- IT security experience including anti-virus / malware, encryption deployment.
- Platforms: Microsoft® Azure, Windows® 7/10/SQL SERVER 2008 R2/2016, and Ubuntu.

## **ACADEMIC QUALIFICATIONS**

(BSIT) Bachelor of Science in Information Technology

*University of Cebu Lapu-Lapu and Mandaue 2006-2009*

(BSIT) Bachelor of Science in Information Technology

*Palompon Institute of Technology 2004-2006*

## **CHARACTER REFERENCE**

### **ALBERT PAQUIBOT**

Senior Technical Buyer

ADM Philippines Inc.

0945293415

### **RENEIL JOPIA**

Territory Manager

EFCO Philippines ltd.

0998443551