

TAN LARRY REYES

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***Microsoft Certified Systems Engineer with strong technical and management experience –
Multi-task oriented, loves challenges, eager to learn new things and always strive for
continued excellence.***

EDUCATION	BACHELOR OF SCIENCE IN COMPUTER ENGINEERING Pamantasan ng Lungsod ng Maynila (University of the City of Manila) Intramuros, Manila 1998 to 2003	
TECHNICAL CERTIFICATIONS	ITIL Foundation V3 Certified Microsoft Certified Systems Engineer: Mobility Microsoft Certified Systems Administrator: Windows 10 Microsoft Certified Professional: Windows XP Microsoft Certified Desktop Support Technician Microsoft Certified IT Professional, Enterprise Support Technician Microsoft Certified Technology Specialist, Windows Vista: Configuration	
HONORS AND ACHIEVEMENTS	Five year consistent Full Scholar Dean's lister, 1 st year 1 st semester, 1998 – 1999 3 rd year Student's Representative, 2000 – 2001 Agent of the Quarter Award – Sykes (MSN)	
TRAINING / WORK EXPERIENCE	<u>Job Description:</u> <u>Company Name:</u> <u>Location of Work:</u> <u>Date of Employment:</u> <u>Tasks / Responsibilities:</u>	Access Management Analyst Boral Digital Solutions <i>on behalf of</i> Axiom Technologies Trinity T2, Level 3, 39 Delhi Road North Ryde, NSW 2113, Australia August 30, 2019 – December 19, 2019 <ul style="list-style-type: none">• Handles User provisioning and de-provisioning of in-house IT systems.• Ensures the new user is provisioned with the required access accurately and in a timely manner.• Executes AD report/s or scripts when requested upon or as required.• Document standard procedures/guidelines in provisioning/de-provisioning access to a new/leaver user.• Handles Domain administrations like creation/modification/deletion of user accounts in Active Directory, Users and Groups, shares and network drives and other AD activities.• Mentors the Offshore Access Management team on user provisioning/de-provisioning and acts as a Point of Contact (POC) for escalation of difficult issues/inquiries/concerns.• Perform Ad-hoc support tasks that might be assign from time to time.
	<u>Job Description:</u> <u>Company Name:</u> <u>Location of Work:</u> <u>Date of Employment:</u> <u>Tasks / Responsibilities:</u>	Systems Support Engineer Boral Digital Solutions <i>on behalf of</i> Axiom Technologies Trinity T2, Level 3, 39 Delhi Road North Ryde, NSW 2113, Australia May 13, 2019 – August 16, 2019 <ul style="list-style-type: none">• Diagnose and resolve software and hardware incidents for Windows 10 Operating System and across a range of software applications. Provide Level 2 support for Windows 10.• Assist all users with any logged IT related incident in Cherwell Incident Management system and when called upon.• Provide remote support desk connectivity applications like Bomgar and Windows Native tools (e.g. Remote Assistance, Remote Desktop, etc.).• Provide email, phone and remote connection support to end users.• Accurately record, update and document requests using the Cherwell Incident Management system.• Maintain a first-class level of customer service ensuring that all customers are treated efficiently and in an appropriate manner.

- Maintain excellent verbal communication skills with the ability to communicate effectively with technical and non-technical colleagues at all levels in the organization.
- Document case status and provides updates to management and end-users.
- Handles Domain administrations like modification of user accounts in Active Directory, Users and Groups, shares and network drives and other AD activities.
- Contribute to the Knowledge base and Known error database.
- Research, resolve and respond to a variety of user's inquiries.

Job Description: **Vessel Systems Support Engineer**
Company Name: VShips Asia Group Pte Ltd
Location of Work: 10 Hoe Chiang Road, #24-01 Keppel Towers
 Singapore 089315
Date of Employment: November 20, 2012 – April 15, 2019
Tasks / Responsibilities:

- Responsible for building and designing Windows 10 images to replace/upgrade Windows 7 machines as required.
- Assist in management and deployment of Desktops/Laptops/Servers, including build, design and support.
- Responsible for building and designing Windows backup images using disk imaging software (Acronis/Clonezilla) and Microsoft Deployment Tool (MDT) to easily deploy hundreds of Desktops for the ships in a short amount of time.
- Responsible for maintaining and updating Windows backup images as required.
- Deal with issues/ problems which arise during the daily running of communications and computer systems onboard vessels. These includes handling issues related with Windows 7 and 10 machines on a daily basis.
- Implement regular preventive maintenance on existing equipment, hardware and cabling, and installation required for new equipment like desktop computers and printers.
- In charge of completing support tasks that are allocated from ISD Support Desk.
- Provides assistance to onboard system users experiencing hardware or operational problems.
- Conduct system health checks to the Server or to Client's computers onboard.
- Attend to Vessels to resolve critical issues onboard
- Setup and install any new computers or storage units.
- Provide email, phone and remote connection technical support to end users onboard.
- Provide technical input for the development of the email security programs to address the security issues encountered by the users.
- Setup and configure new desktop or laptop machines as required onboard
- In charge of upgrading, changing and maintaining various IT equipment / hardware
- Document procedures for system maintenance, setup, provisioning and support processes
- Perform Ad-hoc support tasks that might be assign from time to time

Job Description: **Systems Engineer**
Company Name: Cadbury Asia Pacific *on behalf of* UIC Asian Computer Services Pte Ltd
Location of Work: 346 Jalan Boon Lay
 Singapore 619528
Date of Employment: June 16, 2008 – November 19, 2012
Tasks / Responsibilities:

- Execute software updates/patches in the production environment with minimum or no system disturbance.
- Ensure that system flow procedures/technical documents are up to date and according to the current setup.
- Manage the IS support services for the entire factory and sales site.
- Analyze, monitor and address reliability and performance issues of the hardware/software system of the company.
- Regularly liaise with Regional IT to report/log major/emerging IT issues that affects the day to day performance of the business.
- Assisted on domain and users migration onsite.
- Provide onsite technical support to desktop and laptop users.
- Provide email, phone and remote connection support for end users.
- Support end users on MS Office, Windows 7, XP, Outlook, Lotus Notes, SAP, and VPN remote access.
- Assist in setting up of new desktops, laptops, printers and other IT equipment.
- Software installation, configuration, and troubleshooting for end users.
- Imaging/Re-Imaging end user laptop and desktop machines.
- Handle, resolve and keep track of service requests through client's call ticketing system (Remedy).

- Work with other support groups and 3rd party vendors to provide seamless support to end users.
- Address advanced desktop/laptop support issues and provide entry/intermediate support for Active Directory and general network support services (e.g. wireless, LAN).
- Manage audio/video conference equipment and day to day management of the telephone system (Cisco), wireless links and installation of new extensions when required.
- Assist in other IT related projects or activities (such as upgrades, changes, maintenance, relocation) as when required.
- Update and maintain inventory of all IT equipment and peripherals of the company
- Day to day management of the backup system.
- Perform other tasks as assigned by the management.

Achievements / Contributions:

- Assisted on domain and users migration onsite.
- Assisted the team with the necessary IS support to the Catalyst migration project of Cadbury Enterprise Private Limited (CEPL) and legacy Kraft (e.g. laptops for testers, SAP printer setup, etc.).
- Contributed to the following onsite projects:

One Image (Windows 7 deployment)
 Mobile Coverage Enhancement (Singtel & M1)
 IP Alignment Project
 Onsite Security Enhancement (installation of security cameras)
 Security Door System Upgrade
 New Generation Network Installation
 Sensory Laboratory Setup (R&D)
 Jurong factory backup of critical systems
 Company Machine Refresh
 Fingerprint and Attendance Management Setup in the factory
 Other minor IS projects, tasks and onsite activities

Job Description:

Senior Technical Support Engineer (Level 2)

Company Name:

SYKES Asia Inc.

Location of Work:

2nd Floor, Sunnymede IT Center
 1614 Quezon Avenue, Quezon City, Philippines

Date of Employment:

March 22, 2004 – March 22, 2008

Tasks / Responsibilities:

- Provide resolutions and/or troubleshooting steps to customers who are having issues using any of the Microsoft Mail products (e.g. Windows Live Hotmail, Windows Live Mail (Desktop), etc.).
- Simulate difficult issues using available internal/external tools (e.g. Windows Vista, Microsoft Outlook, etc.) to find resolutions and report them to the client.
- Perform some IT functions and acts as system administrator within the account department. IT functions include resolving PC software faults, desktop troubleshooting and handling issues related to Windows Live Mail, Microsoft Outlook, Outlook Express and Windows Operating System.
- Handles service requests (e-mail) that cannot be resolved on L1 agent's end. These include unresolved cases.
- Ensures that all escalations are processed correctly and in a timely manner using the appropriate and necessary escalation tools and processes.
- Assists Customer Support Representatives towards first time resolution.
- Provides technical assistance and instructions on the proper use of resources to find troubleshooting steps for difficult issues through simulation or research.
- Verifies customer's problem and validates Customer Support Representatives escalation prior to escalation to client (Tier 3).
- Composes customer texts, implements support flows, and sets Issues Codes and Service Requests Properties (flags) for new product features and/or emerging issues.
- Daily checks Message Center and performs queue check to known issues and trending.
- Generates weekly top issue codes, and compiles product, support flow and Knowledge Center questions as agenda items for conference call with client.
- Represents the team on technical calls and content development and/or roundtable meetings with client.
- Participates in customer satisfaction deep-dive or root-cause analysis sessions (internal and client).
- Responsible for escalating emerging product and tool issues to client (Tier 3).
- Ensures that knowledge base (both client and internal) contents are complete and accurate

- Performs technical research regularly on all Microsoft Mail products.
- Spearheads and contributes to technical projects on a regular basis.
- Provides reports as required by the Account Manager and/or Senior Account Manager.
- Gathers and analyzes information and uses it to develop effective solutions to difficult technical problems or situations.
- Solves routine problems effectively by gathering the information necessary from the customer to weight limited set of options and arrive at conclusions.
- Applies systematic approach to solving problems.

SKILLS / TECHNICAL

QUALIFICATIONS

Knowledgeable in Operating Systems like Windows XP, 7, 10 and Windows Server 2008/2012/2016.

Skilled in Computer Hardware Troubleshooting, Assembly, Repairing and Maintenance, Hardware Familiarization, Hardisk Management (Partitioning, RAID, etc.), Computer Viruses and Diagnostics, Upgrading Computer Hardware, Software Installations, Cloning and Computer Networking.

Skilled in various Microsoft Office applications (MS Word, MS Excel and MS PowerPoint).

Knowledgeable in various Microsoft Technologies (Microsoft Deployment Tool (MDT), SCCM, Office 365, Azure, PowerShell, Hyper-V).

Basic knowledge on Amazon Web Services (AWS), Linux and Citrix.

TECHNICAL TRAINING /

SEMINARS ATTENDED

Microsoft Windows Server 2016 Industry Lab Fast Track
 Windows Server 2012 System Administration
 AWS Certified Solutions Architect – Associate 2018 Training
 Architecting Microsoft Azure Solutions Certification Training
 Developing Microsoft Azure Solutions Certification Training
 Microsoft Azure – Cloud Computing made simple
 The complete walkthrough of Microsoft Azure Cloud Services
 PowerShell for the Enterprise Desktop
 Microsoft SCCM Training
 Office 365 Administration
 Docker and Kubernetes for Absolute Beginners

CHARACTER

Available upon request

REFERENCE