RAMIL O. UCHI

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QUALIFICATIONS SUMMARY

More than 18 years' experience providing technical assistance to business professionals. Broad-based experience encompassing installation, upgrades, troubleshooting, configuration, support, and maintenance of third-party software applications, hardware, printers, servers, and workstations. Demonstrated ability to integrate computer skills, customer support experience and related education to exceed technical, business, and customer requirements. Personal and professional strengths include:

- ❖ *Dependable and diligent IT professional who manages multiple tasks and works well under pressure.*
- ❖ *Exceptional customer service skills; ability to calm disgruntled customers and explain problems understandably to nontechnical users.*
- ❖ *Skilled at troubleshooting and fixing problems while minimizing customer stress levels.*
- ❖ *Good knowledge in MS Windows Operating Systems and Windows Applications.*
- ❖ *Technical knowledge encompasses multiple manufacturers' equipment.*
- ❖ *Strong analytical and problem solving skills.*
- ❖ *Performs complex software/hardware troubleshooting.*

PROFESSIONAL EXPERIENCE

Customer Support Engineer at Saudi Aramco   3/16/2012 to 6/14/2015
Arabic Computer Systems Ltd.
P.O. Box 3189, Al-Khobar, Kingdom of Saudi Arabia

- Provide support to business applications for customer raised issues. Diagnose, reproduce and resolve issues within the Customer Services Department and customer interaction involving online, telephone and face to face interaction. Supports in hardware and software issues for desktop, laptop, scanners, printers and other peripherals.

SAUDI ARAMCO RELEVANT EXPERIENCE

Remote Resolution Specialist / Software Support
- ❖ Responsible for providing remote assistance support to Saudi Aramco users throughout the Kingdom.
- ❖ Provide 2nd level troubleshooting support in response to escalations from helpdesk.
- ❖ Support for end user issues in operating systems, software, and portal applications.

Onsite Support at Johns Hopkins Aramco Healthcare
- ❖ Provides technical support and resolution to technical issues that requires an on-site presence involving PC equipment failure, network connectivity, network resource access, printers, desktop clients, driver installation, software applications and hardware issues for Aramco Medical Services.
- ❖ Onsite support includes daily interaction with physicians, medical personnel & staffs.
- ❖ Supported all departments in the Hospital such as Clinics, Dental Department, Operating Room, Laboratory, Offices, and all support groups.

Field Engineer at Saudi Aramco Manifa Oil Project

- ❖ Provided support and assistance at Manifa Producing Department and Project Management Team.
- ❖ Help users in resolving software, hardware, network, internet and e-mail problems and/or concerns via telephone, on-site or remote access.
- ❖ Performed migration and upgrade of approximately 500+ workstation from windows XP and Vista to Windows 7 Enterprise.
- ❖ Support in Rigs Onshore/Offshore and remote sites. Trouble shooting issue with workstation, printer and network connected to VSAT.

DUTIES AND RESPONSIBILITIES

- ❖ Use of Remedy Ticketing to track Client issues.
- ❖ Consistently meet customer response/resolution times and objectives (SLA) as stated in the client's support agreements with customers.
- ❖ Troubleshoot mainly Dell, HP and Lenovo desktops & notebooks pertaining to hardware and software applications, networking and infrastructure issues.
- ❖ Provides in-person or remote technical support for the installation, repair and preventive maintenance of personal computers, individual workstations and related software and hardware.
- ❖ OS Re-imaging, joining to domain, windows activation and updating group policy, install and migration, network and printer installation, installation of standard software and 3rd party application, windows & service pack updates, network drive mapping and data backup for users.
- ❖ Troubleshooting Operating system failures, startup and boot up issues, performs complex software and hardware troubleshooting (error messages, activation issues, registry problems).
- ❖ Troubleshooting system and network problems and diagnosing and solving hardware/software faults.
- ❖ Troubleshooting password or lockout issues, logon difficulties, trust relationship errors, renaming profiles, resetting profile accounts.
- ❖ Troubleshooting and repair of user issues in Microsoft applications, Microsoft Office Suite 2003 & 2010, Microsoft Outlook issue; repair of personal folders files, indexing problems, attachment errors.
- ❖ Assisting users and troubleshooting problems with intranet and portal applications such as SAP GUI, Oracle, PACS, Citrix, Crystal Report, eCabinet, eForms, EMC Documentum, SAP Healthcare, I-plant, Sharek, E-learning, Engineering Standard, Arcgis, BMC, GIS Drilling App, InterAct Drilling App, Engineering, Drilling and Medical Application.
- ❖ Troubleshooting plugin errors and compatibility issues with applications such as Java, Adobe Flash Player, Shockwave, Media Player, Active X, Adobe Reader, IE and Microsoft Office add-ons.
- ❖ Support in troubleshooting printing issue with Canon, Brother, Dell, Epson, HP, Lexmark, Ricoh-Nashuatec, Sharp, Xerox, Intermec, Zebra, addressographs and barcode label printers.
- ❖ Configuring and mapping printers to SAP Output Management Systems (SAPOMS), resetting addressograph label printers and upgrading of firmware.
- ❖ Installing and configuring VPN network for contractor's workstations on site and remote area using Juniper Junos Pulse, activating Microsoft and updating patches and Antivirus.
- ❖ Provide the necessary assistance with new installations, configuration, removal, relocation and related IT activity.
- ❖ Provides documentations and reports as required in support of IT services.
- ❖ Provided support and train for less experienced technician.

On-site Engineer at GENPACT   10/25/2010 to 10/24/2011
Diversified Technology Systems, Inc.

39F PBCom Tower, 6795 Ayala Ave., Makati City, Philippines

- Provide support for the daily operation and maintenance of all Desktop and all existing Information Systems in the Production Area and the accountability for maintaining mission critical 24x7 systems and support to meet the needs of the core business requirements.

- ❖ Onsite desk side support providing 24 hour call center support.
- ❖ Maintained trouble-ticket system to record and track user calls and e-mails.
- ❖ Attend to customer inquiries (phone/email) and follow-up with appropriate solutions.
- ❖ Provide overall technical support for the technology environment used at our client place. This environment consists to Printers, Desktops PC, laptop & Network issue.
- ❖ Solve Technical problems of simple to complex scope where in-depth evaluation & analysis of data & system configuration is required to ensure 100% up time for user base.
- ❖ Troubleshooting system and network problems and diagnosing and solving hardware/software faults.
- ❖ Assist in handling software, email installations, configuration and troubleshooting.
- ❖ Isolate and work-out problems of users thru phone and Remote Access tools such as Remote Desktop Connection, Net Meeting and VNC.
- ❖ Cloning, configuring, back-up files, format desktops and laptop and deploying windows Operating System and implement approved system patches and change request.
- ❖ Installation and daily update of Symantec Antivirus, Symantec Endpoint Protection and Sophos Antivirus.
- ❖ Support in VPN Connection, Broadband and wireless devices.
- ❖ Reported on common problems and complaints, escalating network-wide troubles to the telecoms, network, and server group.
- ❖ Manage Active Directory User and Computer to its right Organizational Unit (OU) and Group Policy and user login account.
- ❖ Configures and troubleshoot Avaya VoIP phone, black boxes and telecom equipment's.
- ❖ Deployment of new desktop systems, Laptops and properly complete Equipment Check-Out and Equipment Check-In forms.
- ❖ Support physical facilities regarding adds, moves and changes of call center personnel.

Technical Support Engineer   6/20/2005 to 10/18/2010
Microgold Information Solutions and Products, Inc.

26Q Burgundy Corporate Tower, 252 Sen. Gil Puyat Ave. Makati City, Philippines

- Provided technical assistance and consultation to over 100+ corporate clients. Assessed customer needs and recommended appropriate products or solutions. Focused on providing time and money saving solutions for customers. Serve as in-house technical support on LAN/WAN connectivity, installation and configuration of file server and active directory services, assisting as needed on all client sites.

- ❖ Provide onsite technical support services to end users, customers and corporate clients for all hardware and software failures.
- ❖ Provides on-site service support for software & hardware implementation, administration and troubleshooting on Point of Sales.

- ❖ Assisted IT Coordinators and end-users with hardware and software issues.
- ❖ Monitoring and maintaining computer systems and networks; talking staff/clients through a series of actions, either face to face or over the telephone.
- ❖ Handled escalations to neutralize dissatisfied customers and takes ownership for issue resolution.
- ❖ Performed maintenance and repair services as transparent representative of third-party vendors.
- ❖ Coordinate with 3rd party technicians for onsite repairs/visits.
- ❖ Performs work in compliance within specified warranty requirements.
- ❖ Manages and control hands on technical support and deployment for Printers, Servers, PC desktop, laptop configuration, mobile device and application support including Windows operating systems, software and other application.
- ❖ Isolates and identifies the software, hardware faults and its cause and identifies the necessary workaround and solution to correct the problem.
- ❖ Customize desktop hardware to meet user specifications and site standards in line with the Corporate ICT standards.
- ❖ Troubleshoot MS Office 2003, 2007 and 2010 issues including MS Outlook/Windows Mail/Outlook express configuration as email client.
- ❖ Configuration of e-mails, backup and maintenance of Microsoft Outlook, Microsoft Outlook Express and other related email applications.
- ❖ Virus and spyware removal on affected Windows OS using various virus removal tools.
- ❖ Trouble shooting of LAN, wired and wireless network configuration, routers, access point, and cable modems.
- ❖ Windows Server setup, active directory installation and configuration. Joining computer to domain, backup of user data.
- ❖ Performs general preventative maintenance tasks on computers, laptops, printers and any other peripheral equipment.

Computer Technician / Field Engineer   10/07/1996 to 6/17/2005
Gemora Electronic Marketing and Services
#21 Zodiac St., Palm Village, Makati City, Philippines

- Assist as resource and problem solver for customers and local businesses to maximize benefit from equipment and applications development.

- ❖ Performed maintenance of personal computers and peripheral equipment, identifying problems and providing appropriate solutions.
- ❖ Performs remedial repairs on computers, laptops, printers and any other peripheral equipment.
- ❖ Isolates and identifies software and hardware problem, its cause and identifies the necessary workaround and solution to correct the problem. Replaced components and tested systems performance.
- ❖ Returns defective equipment/parts to maintenance inventory, documents customer repairs, maintains and restocks assigned parts inventory to insure proper spare parts levels.
- ❖ Process RMA (Return Merchandise Authorization) for faulty hardware (ie hard drive, video cards etc)
- ❖ Coordinate with equipment vendors and 3rd party suppliers to resolve the problem.
- ❖ Performed computer assembly, upgrade, repairs, software installation, set-up, and configuration.
- ❖ PC's to network connection, dial-up networking, wireless network, DSL router and cable modem, network configuration settings for Windows.

TECHNICAL SKILLS

Hardware Platforms: *PC's and laptops, all brand/models, printers, scanners, routers, switches, hubs, mother board, RAM, NIC, Power Supply, IO cards, Hard Drives, UPS, Servers, All PC related hardware component.*
Operating Systems: *DOS; Windows 3.x, 95, 98, XP, Vista, Win 7, 8, 10, Windows Server (Workstation & Server)*
Application Software: *Microsoft Office Suite – All version (Word, Excel, PowerPoint, Outlook), antivirus, web browsers, numerous software applications file management and repair.*
Interconnectivity: *Ethernet, wireless, TCP/IP; LAN/WAN; VPN, FTP, DHCP, SMTP, DNS, hubs, routers, broadband, Client/Server & Peer-to-Peer Networking; file and print server; networked & shared printers*
General: *Pc's, Printers, other IT equipment's, deployment and management, specification of hardware/software, troubleshooting, remote access gateways, backup strategies, disaster recovery, performance tuning, network analysis.*

WEB DEVELOPMENT SKILLS

- Personal Web Design Experience of MS Frontpage, Open source applications, Wordpress, HTML, PHP, Java Script, FTP, Cpanel, PHPmyadmin, Webhosting Administration, Web Mail setup, SQL backup and restore, Adobe Photoshop. Fixing errors & bugs, Search Engine Optimization.

- ❖ Personal experience in websites design for the online environment.
- ❖ Installing and configuring open source applications on webhost.
- ❖ Ongoing design and maintenance of new and existing websites.
- ❖ Enhancing the look, functionality and appearance of a website.
- ❖ Fixing problems encountered in the functioning of the website.
- ❖ Promotion of websites both organically and using Google Adwords.
- ❖ Webhosting and Database Administration.
- ❖ Website Data Entry and Content Writing.

CERTIFICATIONS

Microsoft Certified Professional (MCP)   2008
Supporting Users and Troubleshooting a Microsoft Windows Operating System

TRAINING SEMINARS

Windows Server 2008 Training   2008
(6415) Updating your Network Infrastructure Technology Skills to Windows Server 2008

CA Arcserve Backup R12 Training   2008
Basic Training of Arcserve R12, Installation, hands on backup and restore

Intel Modular Server Seminar   2008
Intel Server - IMS Technical Training

3com Wireless Boot Camp Training   2003
Wireless LAN Technology

EDUCATION

Bachelor of Science in Industrial Technology (Computer Technology)   1993 - 1997
University of Makati - Makati City, Philippines

Bachelor of Science in Education (2 Years)   1991 - 1993
Catanduanes State University – Catanduanes, Philippines

Tambogñon National High School   1987 - 1991
High School Diploma – Tambogñon, Viga, Catanduanes, Philippines

Tambogñon Elementary   1981 - 1987
Primary Education – Tambogñon, Viga, Catanduanes, Philippines

CHARACTER REFERENCES

Adel Jefri – (Business Sys Analyst II) Manifa Projects Management
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PERSONAL INFORMATION

Date of Birth: *November 23, 1974*
Sex: *Male*
Civil Status: *Married*
Religion: *Roman Catholic*
Nationality: *Filipino*
Passport: *EC1415784 - 6/16/2019*
Driving License: *KSA - 10/24/2017*