



RAMELITO MARTINEZ

NETWORK AND SERVER ADMINISTRATOR

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PROFESSIONAL SUMMARY

- 2 years managing IT Support Personnel
- 7 years as an IT support, troubleshooting, managing workstations, printers, computer hardware/software, Servers and Network.
- 4 years Network Administration (Routers, Switches, Firewalls, VPN)
- Supervised/ trained Call Center IT Interns
- 2 years of experience in Customer Service (Front-Line) at a University
- Created and Managed WordPress websites and created Simple Company Web Pages

SKILLS

- Experienced in Computer Hardware Troubleshooting/ Diagnosis, Installation, Maintenance and Configuration.
- Knowledgeable in Computer Networking (Knows how the network Operates, LAN Switching, Network Troubleshooting, IPv4 Subnetting, Basics of IPv6, IP Routing, Network Device Security, VOIP and Wireless.
- Cisco Router/ Switch/ Wireless Router
- Install Physical Connections, monitoring tools such as netflow, top talkers etc.
- Configure (remote management, VLAN, ACL, NAT, PAT, DHCP)
- FreePBX(VOIP Dialer System) Intallation, Configuration (SIP Trunk/ Outbound Routes/ Extensions) Manual Dialing to make calls and Troubleshooting.
- PFSense Firewall Installation, Configuration (Firewall Rules, Traffic Shaping, Aliases ,port forwarding,ISP Configuration , Troubleshooting and Management
- Proxmox Virtual Server Manangement. Creating, backing up and restoring virtual machines.
- Familiarity with the use of Moodle, Espo CRM, Nagios, FreeNAS, PiHole, CPanel in Hostgator and GoDaddy for Websites.
- Able to Train End Users whenever necessary
- Worked on Operating Systems such as: Windows (XP, 7, 8, 10,11), Linux (Centos/ Ubuntu).
- Photo and Video Editing
- Familiarity on Customizing CRMs such as Nextiva, Zoho, Monday and similar online Applications.
- Able to create WebPages in WordPress,HTML, CSS, Javascript, MERN Stack
- Able to Communicate well in English and work well with foreigners.
- Able to manage, coach and mentor technical staff
- Problem Solver

WORK EXPERIENCE

IT Support Supervisor

Noble Trends Unbound, Inc.

TNCI, Loakan Road
Baguio City, PH 2600
2020-Present

Plans, directs, and oversees the operations of the assigned department
Leads the work of IT Support, assigning them to various roles depending on their capability
Look into new projects offered by clients that may help the organization grow.
Coordinating escalated IT Issues such tickets or billing.
Works closely with other department heads

IT Support (Full Time)

Noble Trends Unbound, Inc.

TNCI, Loakan Road
Baguio City, PH 2600
2013 - 2020

Managed workstations, Linux and Windows Servers.
User Account Creation. System Database Administration and Network Administration.
Managed Company website and Hostgator Cpanel

Student Assistant Working Student Scholar

University of Baguio

General Luna Road,
Baguio City
2010 to 2013

Released/Received Physics equipment to users.
Maintain/Check equipment Inventory. Handled Front Line Secretarial Office Work and Assistance or accommodation/ Complaint Desk clerk.
Receives and/or Distributes incoming and/or outgoing documents.
Maintained Student's/ Faculty's Files

EDUCATION HISTORY



Web Development

Uplift Code Camp
Obtained skills in HTML, CSS, Javascript, MongoDB, Express, ReactJS and NodeJS, RESTful APIs
August 2022 to December 2022



Bachelor of Science in Information Technology

University of Baguio
Gen. Luna Road, Baguio City
2008 to 2013

CERTIFICATIONS / TRAININGS



Basic Web Development in WordPress

Issued by DICT CAR
January 2023



MERN Stack Web Development Bootcamp

Issued by DICT CAR and Uplift Code Camp
December 2022



Cisco Certified Entry Networking Technician

Issued by Cisco
2015



Computer hardware Servicing NC 2

Issued by TESDA
2014