| **business pic Ramelito.png**  **Ramelito N. Martinez**  38 Lopez Jaena St. Aurora, Hill Baguio City  Cell: 09051001775  Landline:+63 74 246 9688  [ramelitomartinez@gmail.com](mailto:ramelitomartinez@gmail.com)  <https://www.linkedin.com/in/ramelito-martinez-a28696119> |
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| **PROFESSIONAL SUMMARY** |
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| * 2 years experience Overseeing and supervising IT Support Personnel for any IT Related issues * 7 years’ experience in a Call Center Environment as an IT support troubleshooting and managing workstations, printers, computer hardware/software, Servers and Network. * 4 years Network Administration (Routers, Switches, Firewalls, VPN) * Supervised and trained Call Center Trainees and IT OJTs (On the Job Trainees) * 2 years experience in classroom environment training aspiring OJTs in Call Center environment and IT Field. * 2 years of experience in Customer Service (Front-Line) at a University * Created and Managed WordPress websites and created Simple Company Web Pages and Web Interfaces for office use such as Team Leader and Coach Evaluation, Agent Quizzes and Data Entry. |

| **SKILLS** |
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| * Able to manage, coach and mentor technical staff * Able to create WebPages in HTML, CSS, Javasript, Jquery(can be free web hosted) basic PHP with mySQLDatabase via xampp serverand LAMP server for Linux base systems * Experienced in Computer Hardware Troubleshooting/ Dianosis, Installation, Maintenance and Configuration. * Knowledgeable in Computer Networking (Knows how the network Operate, 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/VIcidial( 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. * Familiar with the use of Moodle, Espo CRM, Nagios, FreeNAS, PiHole, CPanel in Hostgator and GoDaddy for Websites. * Creating User accounts, groups, managing Rules, DHCP, DNS, Active Directory, File and Share Permissions, Group Policy Objects and Roaming Profiles in Windows Server 2012 * Able to Train End Users with Technical Support when necessary. * Worked on Operating Systems such as: Windows (XP, 7, 8, 10), Linux (RPM/ Debian types). * Able to create Wordpress website from scratch (installing wordpress, plugins, themes and creating multiple pages) * Able to create designs in photoshop (backgrounds, texts, cropping restoring, mug and tshirt designs) * Familiar on how to navigate through with Nextiva and Vonage as admin * Able to edit photos with photoshop edit videos adobe premiere pro,Open Broadcaster Software OBS * Able to Communicate well in English. * Confident in working with foreigners. * A problem Solver |

| **PROJECTS CONSTRUCTED AND MAINTAINED** | |
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| * Implemented Proxmox a Virtual Machine Server to reduce Electricity Cost and Easier Management of Servers. * Applied Active Directory Services in the network infrastructure. * Applied Network Monitoring Tools such as Nagios, Cacti, PiHole and Ntop. | * Debian based Proxy Server with generation of reports, Cacti with email alerts, forwarding and caching Bind DNS Server, LAMP, Internal Mail Server, Moodle, NTOP, FreeNAS, SAMBA Sharing |
| * Designed and Implemented Network infrastructure for NTU (Network rack setup MDF and IDF) * Configured Elastix/ Freepbx and Vicidial as Dialer system(outgoing calls and incoming Calls) * Installed and applied OpenVPN for remote individual users to connect site to site and server. * Standard, Stateful and Application Firewalling techniques with the use of ACLs, Proxy and DNS. * Installed/configured ftp servers local and outside use. | * Applied Nextiva as Dialer and CRM for selected campaigns as requested by client. Main contact person for trouble tickets and user accounts. * Customized data structure of Nextiva CRM depending on Client Needs * Managed Company domain for website creation with wordpress and creation of email (hostgator or godaddy) |

| **PERSONAL STRENGTHS** | |
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| * Trainable * Able to adjust to situations * Determined to learn * Can work unsupervised | * Capable of working under Pressure * Hardworking * Team Player |

| **WORK EXPERIENCE** | | |
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| **Company/Department** | **Job Title** | **Work Activity** |
| **Taokym Business Solution**  Boyds, MD, United States  (August 2020 to Present) | **IT Team Consultant**  (On Call-once or twice a month) | 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. |
| **Noble Trends Unbound, Inc.**  TNCI, Loakan Rd. Baguio City  ( January 2020 to Present) | **IT Support Team Lead**  (Full Time) | 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. |
| **Noble Trends Unbound, Inc.**  TNCI, Loakan Rd. Bagio City  (April 2013 – January 2020) | **IT Support**  (Full Time) | Installing and configuring computer hardware, software, systems, networks, printers, and scanners  Handles monitoring and maintaining the computer systems and networks of the organization such as workstations.  Contacted ISP providers for assistance if there were network faults, CCTV setup and surveillance.  Managed over 200 user logins in the domain  Backing up of Server configurations (routers, switches, firewalls, web servers, dialer systems) recordings and other important records |
| **Noble Trends Training Institute** TNCI, Loakan Rd. Bagio City.  (February 2017 – July 2017) | **Trainer** (Part Time) | Job Shadowing, Introducing Call Center Environment, parts and proper handling of call center equipment such as desktop with peripherals, headset, softphone and hardphone.  Typing activities, Assessment and gathering of Call Center Supervisors to give inspirational Stories to the trainees. |
| **Noble Trends Unbound, Inc.**  (December 2012 – March 2013) | **IT Assistant**  (On-the-Job-Trainee) | Troubleshoot workstations.  Performs Technical Support. |

| **STUDENT-WORK EXPERIENCE** | | |
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| **Company/Department** | **Job Title** | **Work Activity** |
| **University of Baguio**  **Gen. Luna Rd. Baguio City**  (June 2012 – October 2012) | **Student Assistant**  (Engineering Physics Laboratory) | Release/Receive Physics equipments to users.  Maintain/Check equipment Inventory. |
| **University of Baguio**  Gen. Luna Rd. Baguio City  (April 2010 – June 2012) | **Student Assistant**  (Engineering Dean’s Office) | Handles Front Line Secretarial Office Work  Assistance or accommodation/ Complaint Desk clerk.  Receives and/or Distributes incoming and/or outgoing documents.  Maintains order in Student’s/ Faculty’s Files |

| **EDUCATION** |  |  |
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| Tertiary | 2008-2013 | **Bachelor of Science in Information Technology**  University of Baguio  Gen. Luna Road, Baguio City |
| Secondary | 2004-2008 | **Saint Louis Aurora Hill**  Ledesma St. Aurora Hill Baguio City |
| Primary | 1998–2004 | **Doña Aurora Elementary School**  Aurora Hill Baguio City |

| **SEMINARS/ TRAININGS** | | | |
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| **Place** | **Title** | **Facilitator(s)** | **Date** |
| Noble Trends Unbound (Online module) | ABCs of Supervising | Aivonn Sison  Portia Ilacad | January 18 2017 |
| North Haven Spa | Motivating Awareness Necessary to Generate Opportunities for Success | Gadge and  Andrew | April 18-19, 2015 |

| **PERSONAL INFORMATION** | |
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| Civil Status: Single  Citizenship: Filipino  Religion: Roman Catholic  Date of Birth: October 2, 1991  Place of Birth: Tayabas City, Quezon Province | Gender: Male  Height: 5’4’’  Weight: 60Kg |

| **CHARACTER REFERENCES** |  |  |
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| **Fernando R. Gadon**  IT Support, MIS Department  Taokym Business Solution  09209759039  (074) 424-5663 | **Dr. Carmen C. Macam**  Personal /House Doctor/ Land Lady, 38 Lopez Jaena St. Aurora Hill, Baguio City  4458406/ 09278622895 | **Gretchen M. Dulnuan** Loan Processor BD Mortgage Group  (074) 2447892 |