

SUMMARY OF QUALIFICATIONS

- Strong hardware and software troubleshooting skills delivered with exceptional customer handling techniques
- A flexible professional willing to learn new methods, values teamwork and adapts quickly to changing environment
- Highly analytical and detail-oriented

CERTIFICATIONS

Microsoft Certified Professional Certification Number : E885-6905	Date: 07/18/2014
MCSA Windows Server 2012 Certification Number : E885-6906	Date:07/18/2014
MCSA Windows Server 2008 Certification Number : E859-9566	Date:06/21/2014
Microsoft® Certified Technology Specialist Certification Number : E843-2888	Date:06/10/2014

TECHNICAL EXPERTISE

VIRTUALIZATION: VMWare / Fusion/Workstation/Microsoft/Hyper V

OPERATING SYSTEM: Microsoft Windows Server (2008 to 2016) /MAC OS Systems / Windows OS 7, 8, and 10.

IT SERVICE MANAGEMENT TOOLS: Service Now/ HDFS PeopleSoft / Global Software Deployment Portal (GSDP)

SUPPORT TOOLS: NETOP Remote tool / Windows RDP / HP Diagnostics / Lenovo Hardware tool / TeamViewer

SYSTEM & GOVERNANCE: Symantec Endpoint Protection / Symantec Backup Executive / Checkpoint Endpoint security.

DATABASE SYSTEM: SQL Express and Management Studio

INFRASTRUCTURE AND DESIGN: HP Switch Configuration and Setup / Cisco Router setup / LAN/WAN Architecture / Fiber installation and leased line / VPN / AP and WID Wifi configuration.

EMPLOYMENT HISTORY

UPS ASIA GROUP PTE LTD

UPS House, 22 Changi South Avenue 2, Singapore 486064

Technical Support Group - Senior Officer

June 25, 2012 – Present

Job Summary:

Provide desktop support, basic system administration and network support to various internal and external users. Planning and organize activities in replacing equipment that end of service / life servers also communicate with local vendors in replacing hardware & software. Upgrade and troubleshoot network connection, install and configure printer and scanners. Maintain OS (Operating System) platforms and facilitate in creating user profile in MS Outlook & MS Active directory. Perform weekly back up on server.

Involves in implementation of project and execute integration both hardware and software. Escalate technical issues and troubleshoot related to desktop/network problems.

Detailed duties and Responsibilities:

- Provide office network administration, troubleshooting and maintenance.
- Closely monitor all servers running inside the network.
- Maintain, administer and troubleshoot the use of local area networks (LAN) and server hardware and peripheral equipment.
- Install and configure Local Area Network. This includes Active and Passive components like servers, workstation, hubs, switches and routers.
- Administer in replacing aging Server hardware or Server Life Cycle Management.
- Organize activities in replacing of equipment that end of service / life servers.
- Communicate with vendors in hardware replacement such as Server parts.
- Maintain, troubleshoot and administer desktop computers. Reformat and install operating systems. Install all required drivers, applications and/or software.
- Provide support to users having problems with their desktop computers and applications.
- Conduct routine application and/or software inventory on each of the desktop computers.
- Upgrade and troubleshoot network connection such as Internet, routers, switches and LAN connectivity in company and customer sites.
- Operate, maintain and troubleshoot platforms such as Windows XP, Windows 7 and Windows Server 2003/2008/2012.
- Evaluate, install and configure software such as (MS Office Products, Symantec Endpoint Protection)
- Install and configure printers (Hp, Cannon, Fuji Xerox, Zebra Printers) and scanners.
- Execute integration in Hardware (PC and Printers) and Software Solution testing (UPS Worldship) for UPS customers.
- Facilitate in creating user profile in MS Outlook & MS Active Directory

- Delegate and maintain file management for share folder / share drive in centralized resource on individual workstations.
- Performs weekly back up on Servers into HP tape drives using Symantec Back-up Executive software.
- Escalate and gather information in identifying root cause of problems arising from computers and other hardware or software deployed.
- Assist users with video conference and presentation facilities
- Involved in implementation of project such as in replacing wireless access point and wireless security.
- Perform helpdesk duties, including phone support to UPS customers and head office departments.

PERDURE TECHNOLOGY PTE. LTD SINGAPORE

30 Eunos Crescent Eunos MRT Station #01-11 Singapore 409423

Computer Technician

October 18, 2011 – June 22, 2012

Job Summary:

Computer Technician manages repairs, installation and maintenance on PC/Laptop/ hardware and software problems. May also maintain asset listing and track inventories of equipment and supplies. Ensure customer satisfaction in providing good quality of service and meet daily sales target.

Detailed duties and Responsibilities:

- Diagnose and troubleshoot PC/ Laptop/hardware/ software problems.
- Evaluate, repair and install computer hardware (RAM, Processor, Hard Drive and Mother Board) and Operating System Software (Mac OSX, Windows 7, Vista and XP).
- Assemble of various laptops model such as MacBook Pro, Acer, Hp, Lenovo, Toshiba, Fujitsu, Dell, Sony Vaio.
- Configure and update new software (MS Office and Norton Anti-virus)
- Maintain, troubleshoot and administer the network connectivity such as internet, routers, and LANs.
- Point-of-contact concerning overall hardware maintenance and troubleshooting; liaises with customers in arranging parts replacement, asset delivery, data backup and recovery as well as other IT services.
- Perform data backup and recovery files from formatted HDD such as documents, pictures, outlook files and other files)
- Systematized documentation maintenance and meeting Corporate IT requirements using POS.
- Research and evaluate new software.
- Maintain asset listing, tracking and inventory of equipment and supplies.
- Ensure customer satisfaction through good service.
- Achieve and meet the daily bases sales target.

MANDAUE DIAGNOSTICS SUPPLY CO., INC.

Room 501 Clotilde Commercial Center, Casuntingan, Mandaue City, Cebu

Desktop Support Engineer

March 9, 2009 – April 11, 2011

Job Summary:

Desktop Support Engineer establish, operate, maintain and co-ordinate the use of local and wide area networks (LANs and WANs), mainframe networks, hardware, software and related computer equipment. Set up and maintain Internet and intranet Web sites and Web server hardware and software, and monitor and optimize network connectivity and performance.

Detailed duties and Responsibilities:

- Maintain, troubleshoot and administer the use of local area networks (LANs), wide area networks (WANs), computer workstations, connection to the Internet and peripheral equipment.
- Evaluate and install computer hardware (RAM, Processor, Hard Drive and Mother Board), networking software (Linksys and D-link) and software applications (Anti-virus).
- Operate and maintain OS platforms such as Windows XP, Windows 7 and Windows Server 2003/2008.
- Installation of software such as (MS Office 2013, Symantec Endpoint Protection).
- Install and configure printers (Epson and Hp) and scanners (Hp).
- Provide problem-solving services to network users.

EDUCATION		
Bachelor of Science Computer Engineering	Southwestern University Cebu City Philippines 6000	Graduated October 2009