



SAMUEL B. PANO

EDUCATION

UNIVERSITY OF ST. LASALLE - BACOLOD CITY PHILIPPINES
2008-2012
BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

HIMAMAYLAN NATIONAL HIGH SCHOOL - HIMAMAYLAN CITY PHIL
2004-2008

SKILLS

- Good understanding of how software and operating systems work.
- Strong planning, diagnosis and problem-solving skills.
- Strong people management.
- Can interact confidently with clients to establish what the problem is and explain the solution.
- Time management.
- Excellent ability to work well in a team.
- Good communication skills.
- Strong customer focus.
- Can work with a variety of teams.
- Ability to prioritize workload.
- Ability to analyze, define and specify customer requirements.
- Fundamental awareness of the insurance industry and its relationships to data communications.
- Reasonable technical understanding and an ability to translate technical information.
- Citrix, SCCM, Windows Server troubleshooting.

GET IN TOUCH

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IT TEAM LEAD

QBE GSSC LTD. | JUNE 2018 - JANUARY 2020

- Provide technical expertise to enable the correct application to be used by internal customers.
- Contributes to the planning and implementation of maintenance and installation work, including building and management systems and components in a virtual computing environment.
- Implement agreed network changes and maintenance routines.
- Identifies operational problems and contributes to their resolution and checking that they are managed in accordance with agreed standards and procedures.
- Provides reports and proposals for improvement to IT specialists, internal users and management.
- Owns reporting process for IT operations for main stakeholders.
- Review change in scope in the services catalog for IT operation for proper transition governance.
- Proposes process improvement and policy drafts or revision to enhance operations delivery.
- Provide excellent customer service through daily customer interactions.
- Function as escalation on ITIL-related processes.
- Provide coaching on customer management and stakeholders management for IT operations analysts.
- Supervised and overlook IT operations team that supports 1300 employees

INFRASTRUCTURE SUPPORT ENGINEER

QBE GSSC LTD. | JULY 2014 - JUNE 2018

- Following diagrams and written instructions to repair a fault or set up a system.
- Support variety of applications, installation and troubleshooting.
- Support the roll-out of new applications.
- Perform IT asset management.
- Perform problem and incident management activities including receiving communications from customers from a variety of mediums, analyzing, documenting and managing the incident or problem.
- Managing the incident or problem in alignment with QBE IT process and procedure
- Provide assistance to the onshore counterpart in APAC, AO, EO and NA region.
- Provide support to other IT Teams from different region (APAC, AO, EO and NA) to resolve IT issues.
- Report defective equipment to vendors.
- Assisted onshore counter parts on major projects such as Citrix version upgrade, implementing new virtual desktop and printer firmware upgrades.
- Assisted Data and Network team on major projects such as deployment of new network devices and major network system upgrade.
- Support and troubleshoot follow-me printing.
- Work with internal and external client to resolve computer problems.
- Monitoring and maintaining computer and network hardware.
- Provide local and regional desktop support (AO, APAC, EO and NA) either face-to-face or over the telephone.
- Replacing defective computer and peripherals hardware.
- Perform service desk activities including the capture, analysis and management of customer problems and incident in alignment with IT policies and procedure.

NETWORK SERVICES ENGINEER

24/7 CUSTOMER PHIL. INC. | JANUARY 2013- JULY 2014

- Maintain and troubleshoot servers, network and desktop hardware, software and application.
- Computer and User account management using Active Directory.
- Manage to configure and troubleshoot mail client especially Microsoft Outlook.
- Maintaining Network Shared Drives, Network Monitoring tools, Email accounts (MS Exchange) hardware equipment and Inventories.
- Maintaining and troubleshooting of client computers and servers.
- Troubleshooting, analyzing and escalating issues to proper support groups based on its severity level and internal and external clients and agreed escalation procedures.
- Troubleshooting, analyzing, and escalation of System, Application, tools for both internal and external clients.
- Manage to troubleshoot any Network and Desktop hardware problems Troubleshoot windows print queues.

PERSONAL REFERENCES

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