SAMUEL PANO

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EDUCATION

UNIVERSITY OF ST. LA SALLE   **2009-2012**

Bachelor of Science in Information Technology

PROJECTS

Fradel and Spies

Web Developer | 02 February, 2032 - Present

- Oversee and maintain core web services and websites
- Write well-designed and efficient code by using the best software development practices
- Collaborate with senior developers to update the website and create new features

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WORK EXPERIENCE

Infrastructure Support - Team Leader

QBE GSSC Ltd. - Cebu | March 2018 - January 2020

- Led a team of 5 Infrastructure Engineers that supports 1300 employees in Cebu.
- Approved and revised team schedules, shifting and leaves.
- Reviewed and revised IT hardware budget for Cebu site.
- Created and published reports for the improvement of customer support; reporting processes for IT operations; implementation of maintenance of IT hardware and building works that include IT support; change and maintenance request of onshore IT from Australia for the IT equipment in Cebu.
- Created proposal for the improvement of IT process and to enhance operations delivery.
- Contributed to the planning and implementation of maintenance and installation work, including building and management systems and components in a virtual computing environment.
- Provided technical expertise to enable the correct application to be used by internal customers.
- Headed the buildout, installation, testing and implementation until live production for the 3rd site in Cebu.
- Led the hardware upgrade for Cebu and Manila site that cost 100Million Pesos.

Infrastructure Support Engineer

QBE GSSC Ltd. - Cebu | July 2014 - March 2018

- Supported internal and external customers for their IT requests and issues that may include variety of application, installation and troubleshooting of hardware's.
- Performed IT asset, problem and incident management.
- Assisted onshore counterpart from APAC, AO, EO and NA region for IT major projects or resolution of IT request and problems in Cebu.
- Provided local and regional desktop support either face-face, email or over the telephone.
- Created a report for the replacement of defective hardware that are still under warranty.
- Performed service desk activities including the capture, analysis and management of customer problems and incident in align with IT policies and procedure.

Network Services Engineer

247 Inc. - Manila & Cebu | January 2013- July 2014

- Assisted the maintenance and troubleshooting of servers, network equipment, desktops, software and applications that the company is using.
- Performed computer, user account management and computer policy update using Active Directory.
- Performed management, configuration and troubleshooting of windows print queues and mail client using Microsoft Outlook.
- Performed maintenance of network shared drives and email accounts (MS exchange)
- Arranged and performed the escalation of system, application and network issues based on its priority level to the right team for resolution of the issue.
- Supported the buildout, installation, testing and implementation of the company's site in Cebu.

SKILLS