

Ferdinand E. Delos Santos

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Proven Success in Systems Optimization and Strategic IT Solutions

- ❖ **Accomplished systems administrator** with 18 years of experience managing server infrastructures and data-center operations across multiple platforms (HP Unix, Windows). Effectively plan, install, configure and optimize the IT infrastructure to consistently achieve high availability and performance.

Certifications:

- ❖ Microsoft Certified Information Technology Professional (MCITP): Server Administrator
- ❖ MCITP: Enterprise Messaging Administrator on Exchange Server 2010
- ❖ Microsoft Certified Technology Specialist (MCTS): SQL Server 2005
- ❖ Cisco Certified Network and Design Associate (CCNA and CCDA)
- ❖ System Administrator (ANZCO) 262113: Assessed by Australia Computer Society
- ❖ ICT Security Specialist (ANZCO) 262112 – Assessed by Australia Computer Society
- ❖ CompTIA – Network +, Security +, Project + Certified
- ❖ Certified Wireless Network Administrator (CWNA)

Awards:

- ❖ Employee of the Quarter – M.W.Kellogg Company.
- ❖ First place in Regional Basic Programming competition – San Sebastian College Recoletos

Training/Boot Camp:

- ❖ MCSA:Security – Training Camp at Orlando, Illinois, USA
- ❖ MCTS SQL Server – Training Camp at Fort Lauderdale, FL, USA
- ❖ MCSA: Exchange Server Administrator 2003: Kingston, Jamaica
- ❖ MCITP: Server 2008 – Training Camp, Miami, FL, USA
- ❖ MCITP: Exchange Server 2010 – Global Knowledge, Washington DC
- ❖ Project + and Project Management Professional (PMP) - Texas, USA
- ❖ Building and House: Electrical Installation – IETS College, Philippines

Technology Summary:

- **Hardware:**
 - CISCO L1, L2 and L3 (Switches, Router, WLAN, WLC)
 - Tower, Blade and Rack Servers (Dell and HP manufacturer)
 - PBX, VOIP, CCTV
 - POS, Workstation, Laptop (any model or brand)
 - Network, Electronic Multi-Tester, Phone/Tone Tester, Punch Tool.
 - Fiber Optic devices
- **Software:**
 - Windows 95/98/XP/2000/7/8 and 10
 - MAC OS, HP-Unix (Associate level)
 - SQL Server Enterprise,
 - Microsoft Active Directory, IIS,
 - Exchange Server, Office 365,
 - Hyper-V, VMWare and Remote Access/Service
 - MYOB Account Plus and Retail Manager, RECON Accounting,
 - ERP/CMMS - Maximo, MP2 CMMS, Fishbowl Inventory system.
 - Anti-Virus/Firewall (WebSense, iPrism, Sonic Wall and CISCO)
- **Protocols:**
 - DNS, HTTP, IMAP/POP3, SMTP, LDAP, DHCP, NAT, VLAN, STP, BGP, VOIP
- **Cloud Computing**
 - Google Suite, Dropbox
 - Office 365 and Remote Desktop Services
 - Ongoing study for Amazon Web Services (AWS) Cloud Computing

Professional Experience:

ICT Technician

GlassTech Australia PTY
89 Winnellie Road, Winnellie NT 0820, Australia
March 2013 – Present (2018)

- ❖ Plans, develops, installs, troubleshoots, maintains and supports an operating system and associated server hardware, software and databases ensuring optimum system integrity, security, backup, reliability and performance.
- ❖ Establishes, manages and administers the company's system security policy and procedures to ensure preventive and recovery strategies are in place, and minimize the risk of internal and external security threats.
- ❖ Provides support for the deployment and maintenance of workstations or computer infrastructure, and the diagnosis and resolution of technical problems.
- ❖ Performed system administration and maintenance to ERP System (EPICOR, FISHBOWL and ERIC system)
- ❖ Provides support and training for all users to my in-house AMS (Active Management System) that I created to manage and track the Warehouse/Inventory,

Job Order and Purchase Order. Created multiple reports to accommodate the monthly, weekly monitoring and auditing.

- ❖ Manage multi-site and projects
- ❖ Manage and administer VMware and Hyper-V
- ❖ Provide telephone and desktop support
- ❖ Configure devices such as printers and photocopiers
- ❖ Liaise with software and hardware vendors

MIS/IT Supervisor

Burns and Roe Services Corporation

U.S Naval Base, Guantanamo Bay, Cuba

July 2000 – March 2013

- ❖ Performed system administration and maintenance to Enterprise Asset Management System (MAXIMO and MP2)
- ❖ Led enterprise wide hardware/software installations; oversaw major server upgrade/expansion project that improved terminal services and network performance; and integrated new technologies into existing data-center environments.
- ❖ Trained and monitored my staff (Network Admin, Sys Admin and Database Administrator) performance.
- ❖ Provided technical expertise for IT network design, implementation, optimization and upgrade.
- ❖ Monitored the LAN/WAN network environment including routers, switches, firewalls, Internet access and software applications.
- ❖ Installation, configuration and maintenance of [Windows servers, Cisco infrastructure] system network components.
- ❖ Manage and administer VMware and Hyper-V
- ❖ Performed troubleshooting and diagnosis to hardware/software network failures, and provided resolutions.
- ❖ Provide administration support, accessing network systems in their 'root' level.

Helpdesk/Computer Technician (Part time job - 6:00 PM to 10:00 PM)

U.S Navy Morale and Welfare Recreation

U.S Naval Base, Guantanamo Bay, Cuba

January 2008- March 2013

- ❖ Manage Incident and Request calls within defined processes, time frames and standards
- ❖ Provide resolution over the phone through investigation and diagnosis, using remote system management tools.
- ❖ Install and patch network/telephone cables.
- ❖ Assist the I.T manager to configured L2 and L3 Cisco appliances.
- ❖ Monitor network traffic using Web Sense web filtering appliance, PRTG, CISCO IPS, CAN and Wireless LAN Controller.

Power/Water Distribution and Maintenance -Work Control/Scheduler Supervisor

Burns and Roe Services Corporation

U.S Naval Base, Guantanamo Bay, Cuba

July 1997 – January 2000

Data Control Specialist

M.W. Kellogg

U.S Naval Base, Guantanamo Bay, Cuba

Feb 1995 – July 1997

EDP/MIS Supervisor

Toppy Company

Export Processing Zone Area (EPZA) – Cavite

May 1994 – January 1995

Personal Attribute:

- ❖ **Honest and Reliable:** Able to take on tasks with a degree of responsibility due to strong morals and ethics, ensuring honesty and reliability.
- ❖ **Flexible:** Understands the need to remain flexible to support last-minute demands and changes. Comfortable with changing environments and situations ensuring the ability to remain flexible and adaptable.
- ❖ **Time Management:** Dedicated to effectively prioritizing and managing time by allocating tasks and activities and keeping track of them in daily to-do lists spreadsheet.

Referees:

- ❖ Gilbert Panitan, IT Support – Telstra Business – **E-mail:** itsupport@tbcnt.com.au
- ❖ Glaiza Labay – Accountant – E-mail: glaiza@glasstechaustralia.com.au



Server Administrator

