Quintin Escuadra Jr.

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**Career Objective**

My experience in IT technical sector is solid and wide, seeking and to hold challenging and rewarding career that provides the opportunity to be instrumental in the organization’s continued growth and success. Having the willingness to learn and grow personally and professionally.

**Profile Summary**

Eight (8) years of solid ICT experience covering technical support and implementation to Oil and Gas industry, Government and private customers; dealing with hardware, software and other computer related repair and maintenance. Solid background as an IT Field Support, Technical/Help Desk, Remote Support in an enterprise environment and with data center background. Possessing excellent facing client skill and the ability to work with less supervision and with a humble attitude. A team player who could easily associate with people from all levels and can collaborate effectively with stakeholders based in US, Canada, Asia Pacific and Europe.

**Key Skills**

Technical Troubleshooting Hardware configurations physically fit and lift IT equipment

Wireless-LAN/LAN Connectivity Windows Technologies Cabling, rack & stacking

Phone and Remote Support Customer Service Software configurations

Client/Server Problem Diagnosis Windows Active Directory

Preventive Maintenance Analytical skills Excellent team player

**Technology Proficiencies**

Platforms: Windows 2k, XP, Vista, 7, 8, Windows server 2008, Mac OS

Hardware: HP Desktop, HP Notebook, HP thin clients, HP netbooks, Printers, Scanners, Undo Card, HP Storage server, HP ProLiant tower and rack servers. Cisco Switches, Cisco routers, Modems, Fortinet firewall, printer servers, and Quantum Scalar i2000 enterprise library.

Software: enterprise anti-virus, MS office (word, outlook, excel) Lync, SharePoint, FTP

Imaging software’s, ability to install critical software’s such as firmware, patches,

Bios update, service packs,

Browsers: Internet explorer, google chrome, Mozilla Firefox.

Networking: TCP/IP, LAN, DNS, DHCP, Wireless-LAN, remote Connectivity.

**Education and Certifications**

**Bachelor of Science in Computer Engineering: SY 2003-2006**

**Cisco**: CCNA1 – (Network fundamentals, 2014), CCNA2 – (Routing Protocols and Concept, 2015)

**Hewlett-Packard**: Hewlett-Packard Accredited Platform Specialist (HP APS), 2008

Hewlett-Packard Certified Professionals (HPCP), 2008

**Microsoft**: Microsoft Certified Professionals (MCP) License# 6593743, Microsoft Certified Technology Specialist (MCTS), 2008; Clinic 10077 what’s new in windows 7 for IT Professionals ;Clinic 10125 what’s new in windows 7 for Consumers; Clinic 10088 what’s new in windows 7 for Information Workers, 2009

**Experiences**

**Technical Support- Tier 2** (Global/ Professional Services)December 2012 – May 2015

NCR Corporation Philippines Cebu, Philippines

*Reporting Directly to Sr. Operations Manager and able to close tickets above the minimum quota while*

*Maintaining high standard of Installation and troubleshooting* *remotely in a ticketing system environment.*

* Assisted users in solving NCR product issues through remote login, over the phone and email.
* Instrumental role on establishing the first Install and Stored Value support team in Cebu and bringing to a 24/7 support.
* Supervise and mentor new employees and serve as a point of contact to the team.
* Analyze sales, card points, card balance issues using Microsoft SQL Server via terminal server.
* Performs complex remote technical support to End User including NCR Aloha software installations, Analysis and investigate problems and resolution using remote access technologies.
* Handles planning and installation on critical customer accounts or enhanced / premium service accounts
* Provide standard quality service to global clients from USA, UK, Canada, Europe and China. address questions asked by customers and be able to proactively provide information to improve the accuracy of the service.
* Properly escalate tickets to a higher level of support as necessary including service that exceeds skill level, reasonable repair time or any other issue that could impact customer satisfaction
* Provide daily communication to clients on outstanding ticket status, Identify, analyze, troubleshoot and resolve client service request.
* Work as a team member to collaboratively resolve client requests and technical issues with other team members in Dallas, partners and vendor.

**Field IT Support Engineer** March 2008 – March 2012

Elite Computer Systems Sdn.Bhd Negara Brunei Darussalam

*Reporting directly to the Director and collaborating closely with other IT team members. Responding to queries in a timely and accurate manner and resolving queries to the user’s satisfaction.*

* Assigned as Field Engineer for international clients namely; (TRT Global, AT&T communications,
* T-systems, SSCS USA) on Cisco WAN migration and HP server break/fix in Brunei shell petroleum data center.
* Local engineer support for TRT and T-Systems Global on performing weekly tape replacement and maintenance towards scalar i2000 enterprise library systems at Brunei shell petroleum data center.
* Responsible on providing 1st/2nd line support to Government and largest clients the company had.
* In-charge to personally care government maintenance projects on more than 500 HP Computers.
* Provide HP warranty support to computers in all district of Brunei.
* Install and setup computers including software packages to Executive user community on-site.
* Collaborate with HP Support based in singapore on motherboard tattooing on several HP laptops.
* On-call support to 50 end-users in a private company maintenance contract, provide support to all technical issues in windows enterprise environment. Recommend PC hardware and software solutions and maintain windows server 2008 and company network infrastructure. Create users and configure policy, troubleshoot network printing. Configure internet policy with Fortinet firewall, resolve outlook mail issues & 3rd party applications. Ensure IT responsible Hire/retire process execution (account creation/disable)
* Level 1 Support for HP Servers supplied by company to four district of Brunei. Involve in relocation and commissioning of server racks, servers, router, switches, UPS, modem.
* Assisted system Engineer to set-up HP ProLiant servers, HP storage servers, Fortinet firewall.
* Expertly troubleshoot and repair HP notebooks, Desktop Computers for walk in customers.
* Assist and trained new technical staff on troubleshooting on company and HP standard.
* In-charge of conducting inspection test plan and physically setup and configures computer and install packages before deployment.
* Maintain internal staff computers and resolve accounting software and email issues.
* Work with network/cabling team to resolve network issues.
* Researches, recommends, installs, upgrades, and configures software for PC's/servers.
* Involve with cabling team to supply and installation of HP servers, Promethean Active Board and Epson projectors, HP client PCs, Epson Color Laser jet printers, to Primary and Secondary Schools within the 4 districts of Brunei

**Projects and Maintenance Involved**

* Manage and support for 2 years (HP) Hewlett Packard desktop PC preventive maintenance contract worth 80k USD to Institute Technology Brunei College and other Government schools and personally coordinate with directors on all paper works for billing.
* Involve on a contract project from TRT Global for storage server maintenance, server break/fix, and weekly tape replacement for enterprise library systems in Brunei shell data center.
* Involve doing rack and stacking, structured cabling with cabling team in a live data center.

**IT Technician and Sales** February 2007 – February 2008

Dg-Comm Solutions Sdn.Bhd Brunei Darussalam

* Install E-Speed 2 (DSL) with Huawei modem in behalf of (TelBru) Telecommunications Brunei.
* Identifying the main line from PABX or cabinet and work with local telco engineers.
* Install and configure usb dongle, Linksys wireless router etc.
* Troubleshoot internet connection of the subscriber and in-house rewiring to RJ11 cable.
* On site Troubleshooting of E-Speed (DSL) and telephone line issues and ensure user satisfaction
* Check continuity of fiber optic and copper from Site & Exchange using fiber optic testing device
* Assist in the installation and structured cabling for electronic door lock and biometric attendance.

**Computer Assistant** December 2006 – January 2007

Internet Surfing Zone

* Attend Customers for internet access, VOIP Calls in the internet café
* Maintains all the PC and internet connection are working and create daily reports

**Indexer (Data Encoder)** July 2006 – November 2006

SPI Litigation Direct Cebu City, Philippines

* Acknowledge jobs assigned from team leaders received from SPI clients
* Classify information according to categories such as news, advertisement,

Death notice, legal cases & others then convert

* Index and store their content and data in a multi-format environment (from paper to digital)

**Intern** March 2005 – October 2005

PC Hub Computer RepairCebu City, Philippines

* Troubleshoots personal computers, deliver repaired PC to costumers,

Answers clients call, install operating Systems. Assemble

**Hobbies and Interest**: Cooking, Playing basketball, watching movies, reading newspapers, photography

I hereby certify that the above information is true and correct to the best of my knowledge and belief.



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Quintin Escuadra Jr.