



## **GARRY BANGUD**

### **IT Engineer**

Mobile: +97156-6241775

Email: garry.bangud@yahoo.com

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### **CAREER OBJECTIVES**

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Willingness to learn and grow personally and professionally, I am looking for a position in a company that needs and values quality customer service and system maintenance.

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### **EDUCATION**

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#### **Bachelor of Science in Computer Engineering**

Adamson University

Manila, Philippines

October, 1999

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### **CERTIFICATION**

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- Cisco Certified Network Associate (CCNA) – CSC012296871
- CCNP (Cisco Certified Network Professional) - Switch (Routing and Switching)
- ITIL – Foundation v3

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### **TRAININGS**

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- Project Management Professional (PMP) , Chicago Institute, Al Ain, 2017
- CCNP SWITCH Sites Power, Dubai, UAE, 2014
- CCNA (Cisco Certified Network Associate) Emtech Computer Institute, Dubai, UAE, 2012
- MCSA (Microsoft Certified Solution Associate) Windows 2012 Server, Al Ain UAE, 2014
- ITIL Foundation v3 (Information Technology Infrastructure Library) Enlighten Computer Skills, Dubai, UAE, 2013
- Toastmasters International Al Ain 2014
- Spoken Arabic for Beginners, Dubai, UAE, 2009
- MCSE (Microsoft Certified System Engineer) , Zabeel Institute, Dubai, 2007

- PC Networking and Windows 2000 server, Computer Training Networking Center , Philippines 2007
- Software Capability Model, Accenture , Philippines, 2006
- Defect Prevention Training Metrics, Accenture, Philippines, 2006
- Software Configuration Management, Accenture, Philippines, 2005
- Effective Technical writing , Accenture, Philippines, 2006
- Problem Solving and Decision making , Accenture, Philippines, 2006
- Principles of OOP ( Object Oriented Programming), Accenture, Philippines, 2006
- Effective Listening Skills Simulation, Accenture, Philippines, 2006
- Ethics and Compliance, Accenture, Philippines, 2006
- Teamwork and Results without Authority, Accenture, Philippines, 2006
- High Impact Business writing, Accenture, Philippines, 2006
- Capability Model Maturity training, Accenture, Philippines, 2006

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## WORK EXPERIENCE

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**IT Engineer, December 02, 2012 – December 31, 2018**

**Ministry of Education – Al Ain Zone**

*Smart Technology Services – Dubai South, Dubai, United Arab Emirates*

- Built and configured customized machines for new hires and replacements for existing users.
- Assist School accountant installing and configuring QuickBooks software for school operation.
- Perform system migration to a new domain.
- Make sure network security is maintained.
- Creating image for the PC using Acronis software.
- Operating system deployment in several schools in Al Ain as part of Ministry of Education projects.
- Support CCTV camera in schools handled by ADEC.
- Supported IT Projects with end-to-end system solutions.
- Assist faculty and staff using SCCM Remote Tool for support.
- Troubleshoot network and hardware issue with in Headquarter zone premises.
- Providing a single Point of contact (SPOC) for assistance with IT services under scope Provide first level support for end user issues pertaining to desktop / laptop, OS, client applications as agreed in the scope
- Working in IT related tickets (incidents, services request .event) from users –( received through phone ,email, logged tickets in the tool)
- Isolate system issues ,diagnose standard software issue and report hardware issue to respective vendors
- Resolving ERP application issue.
- Escalate incidents pertaining to suppliers non –performance or delays
- Isolate system issues ,diagnose standard software issue and report hardware issue to respective vendors
- Configure desktop and laptop as per the desktop standardization policies of the customer
- Install and upgrade software components.

- Interacted with users in to support software and hardware transitions.
- Troubleshooting e-mail client related issue and printer / scanner related issue
- Provide technical solutions and troubleshooting services on need basis.
- Update incident/call thru Manage Engine Service Desk engine.
- Maintain software licenses for future use.

### **IT Field Engineer, March 31, 2011 – November 31, 2012**

*SmartWorld Technology Services – Dubai World Central, Dubai, United Arab Emirates*

- Responsible for telecom service provisioning within Dubai South customer premises.
- Inspection and performed troubleshooting strategies for telecom equipment failure.
- Communicate with engineering staff regarding system layout and drawings.
- Managing daily activities by coordinating with network teams.
- Responsible for installing telephony hardware as well as perform networking systems and maintaining servers.
- Conduct root cause analysis of telecom related failures.
- Patching of UTP and Fiber cable to extend service from Etisalat to customer MDF premises with in DWC.
- Testing and terminating fiber cables from Smartworld data center to client premises.
- Configuration of access switch to be used by the customer related to telecom service.
- Assist in day to day operations of the Data Center.
- Project lead for coordination of delivery of hardware as per the service orders and attending to critical hardware related issues by liaising with the supplier.
- Member of Ministry of Foreign Affairs infrastructure enhancements and cabling application.
- Member of Al Maktoum International Airport project for supervision of the patching services for patching and port activation.
- Member of MOFA Global Desktop setup and testing for deploying images for 76 UAE embassies worldwide.
- Member of RTA project for system integration, installation scope of HP Tipping point.
- Member of Enterprise design setup and deployment for Youth Authority.
- Maintaining the network infrastructure through toolsets.

### **Service Specialist/ Help Desk Support, August 1, 2007 – January 28, 2010**

*Dubai Aviation City Corporation – Dubai South, Dubai, United Arab Emirates*

- Provide computer support via telephone communication with end users. Performed diagnostic and troubleshooting of system issues, documented help desk ticket/resolutions, and maintained equipment.
- Assist users with desktop application issues.
- Regularly perform hardware and software maintenance and backup for recovery.
- Install, assemble and configure computers, monitor, network infrastructure, and peripherals such as printers, scanners, and related hardware.
- Cable application for the office network.
- Liaise with the vendors on issues related to IT resources, and escalate for repair/maintenance in accordance to the committed warranty.
- Assist infrastructure team in upgrading and maintaining the network infrastructure.
- Maintain records of IT assets and inventory.
- Maintain system protection for existing and preparation of systems for new users.

**Senior Programmer, May 22, 2004 – April 28, 2007**

Accenture, Philippines

- Daily Production checks to internal, production testing and production environments.
- Enterprise Integration Application (Jar/SRF/DLL/Special) migrations to internal, production testing FDC and production environments.
- Support and troubleshoot issues encountered by Technical Teams interfacing with Enterprise Integration Application or other applications owned by the team.
- Support and troubleshoot issues encountered in production testing FDC and production environments.
- Perform application/database maintenance activities on dealer environments such as database backups, data refreshes and PTL.
- Perform validation on environments before and after hotfixes or other server maintenance activities.

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## REFERENCES

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1) Paramanandan Naidoo – AQIO

Ministry of Education Abu Dhabi, UAE

Mobile: +971557726681

2) Kellie Bell – Cluster Manager

Ministry of Education, Abu Dhabi, UAE

Mobile: +971562830505

3) Eleanor Gibling – Cluster Advisor

Ministry of Education, Abu Dhabi, UAE

Mobile: +971501734576