# Jonald Vargas

IT System Engineer

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Availability: 1 month

## Summary

An energetic, well-spoken and capable Network Administrator who is good at connecting different devices together to form fast and efficient networks. I enjoy working on all things IT related, and has extensive experience of resolving hardware, software and network malfunctions. I am a consummate professional who is more than able to identify problems, drive improvements and recommend solutions. In the past I have worked on Cisco, Firebox, Fortinet, Netgear, HP, Linksys and EnGenius network equipment. My key strengths include, but are not limited to; knowledge of VoIP implementation, WAN connectivity, database server administration, Active Directory, VMware and Hyper-V virtualization user support. Right now I am looking for a suitable position with a company where there is never a dull moment and where I can make a real difference.

## Experience

**Network/System Administrator at Northern Territory Pre-Stressing L.L.C. Dubai, UAE**

April 2018 - Present (1 year and 10 months)

**Network/System Administrator at Dhow General Trading L.L.C. Dubai, UAE**

February 2015 - March 2018 (3 years and 2 months)

* Maintaining servers (Physical and Virtual Machines)
  + Windows Server 2008, 2012, 2016, 2019
  + Managing ADDS, DHCP, DNS, IIS, File Print, FTP, VPN, RDS, SCCM, and SQL Services.
* Administering Email Server (Exchange Server 2016, 2013 and 2010).
  + Adding, editing and removing User Accounts on Active Directory and on Exchange Server.
  + Configuring Policies/Rules in accordance to the company’s requirements.
  + Configuring Email Accounts on end-user’s devices (Laptop, Mobile Phones).
* Maintaining and Improving Spam filter system (Fortinet’s FortiMail).
* Maintaining System Storage Devices (HDD's, Raid Controllers, Expansion units, etc.).
* Maintaining System Storage Servers (Windows Storage Server 2008).
* Improving firewall defense against latest threats (Fortinet’s FortiGate, PfSense, and Firebox).
* Updating all network and server devices’ firmware.
* Monitoring firewall logs.
* Administering backup logs (Veeam, Windows Server Backup).
* Checking Operating System, Software and Firmware updates (Windows Server, Routers, etc.).
* Administering SharePoint Server (SharePoint Server 2010).
* Review licensing of the Firewall and Endpoint Antivirus (Eset Endpoint Antivirus).
* Year-end data dumps to offsite storage (HP LTO - Tape Backups).
* Maintaining End-user desktops/Laptops from software level to hardware level.
  + Microsoft Windows 7/8/8.1/10, iOS/MacBook Pro, Linux/CentOS.
* Administering Panasonic and UCM PBX.
  + Configuring/Allocating extension number to an end-user’s IP Phone.
  + Configuring SIP accounts to end-user’s device (laptop, mobile phone).

**Technical Support Professional at Concentrix Philippines**

April 2013 - October 2014 (1 year 7 months)

*Main Tasks:*

* Delivers service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet.
* Interacts with customers to provide and process information in response to inquiries, concerns, and requests about products and services.
* Gathers customer’s information and determine the issue by evaluating and analyzing the symptoms.
* Diagnoses and resolves technical hardware and software issues involving internet connectivity, TV signal and more.
* Redirects problems to appropriate resource.
* Accurately processes and records call transactions using a computer and designated tracking software.
* Offer alternative solutions where appropriate with the objective of retaining customers’ and clients’ business.
* Stays current with system information, changes and updates.

*Sales:*

* Developing long-term relationships with clients through managing and interpreting their requirements.
* Persuading clients that a product or service best satisfies their needs in terms of quality, price and delivery.
* Analyzing costs and sales.

*I.T. Support*

* Installing and configuring computer hardware operating systems and applications.
* Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
* Setting up new users' accounts and profiles and dealing with password issues.
* Prioritizing and managing many open cases at one time.
* Testing and evaluating new technology.

In acknowledgement of my commitment and commendable contribution in the attainment of the program’s goals, on 7th June 2014; I garnered the following awards:

* The Top Sales Performer for Batch 219 with a Sales Close rate of 9.74%
* Awarded as Most Improved CCP for Sales
* Best in Quality Assurance(QA)
* Valedictorian for Batch 219 Concentrix Philippines.

**Document Controller/IT Support/Computer Programmer at Department of Social Welfare and Development (DSWD) Philippines**

May 2011 - August 2012 (1 year 4 months)

Programmed computer applications used in the Legal Service (LS) department such as LOG-IN/OUT SYSTEM and DOCUMENT TRACKING SYSTEM of the said department using VB.net with SQL Server 2008 and other tasks as follows:

* Installation, configuration and maintenance of Hardware and Software to personnel computers.
* Installation, configuration and maintenance of the company router and two switches.
* Troubleshoot issues in operating system and applications.
* Troubleshoot issues in Local Area Network and Internet connectivity.
* Managing and maintenance of Active Directory. (Windows Server 2003)
* Managing the department’s Firewall and Web Proxy Server.
* Managing and maintenance of file server and backups.
* Programming some useful software using VB.net/C#/Java/HTML/ASP.net/PHP with MS SQL Server/MS Access/MySQL.
* Managing and maintenance of Database servers. (SQL Server 2008)
* Store, manage and track company documents.
* Scan, image, organize and maintain documents.
* Archive inactive records in accordance with the records retention schedule.
* Receive and process Requests for Information, or RFIs, from employees or clients and maintain the requests via tracking logs.

## Volunteer Experience

**Programmer/I.T. Staff at Philippine National Police, PLANS Department**

February 2013 - February 2014

I programmed software applications needed in some departments like HR department. I helped to design and develop a software used in payroll system of the PNP PLANS department.

## Skills & Expertise

* Computer and Network Troubleshooting
* Network Administration (Cisco, Fortinet, Firebox, PfSense, OPNsense, NetGear)
* Server Administration (Windows Server 2016, 2012, 2008, SBS 2010, Windows Storage Server 2008 – Western Digital)
* Windows Server Services Management (ADDS, DHCP, DNS, IIS, File Print, FTP, VPN, RDS, File Replication, Windows Backup and SQL Services).
* Physical Server Monitoring/Maintenance (IBM Servers, HP Servers, WD Storage Servers)
* Email Server Administration (Exchange Server 2016, 2013 & 2010)
* Firewall Configuration (Fortinet, Firebox, PfSense, OPNsense, NetGear, Edge Firewall)
* Server Backup Configuration (Veeam Backup, Windows Backup using iSCSI)
* Remote Desktop Services Deployment (Windows RDS 2012)
* VPN Configuration (Cisco, Fortigate, DD-WRT, OpenVPN)
* VOIP/IP Phone Configuration (Panasonic PBX, Panasonic IP Phones)
* Computer programming (VB.Net)
* Database Programming (SQL Server, MySQL: Xampp)
* Web Development (HTML5, PHP, ASP.net, JavaScript, JQuery, CSS, Joomla)
* Graphic Designing (Google Sketch up, AutoCAD)
* Photo Editing (Adobe Photoshop)
* Video Editing (ProShow, Adobe After Effects)
* MS Office (Excel, Word, Access, PowerPoint, Visio, Outlook, OneNote)
* Data Entry/Records Management

## Languages

|  |  |
| --- | --- |
| **English** | (Native or bilingual proficiency) |
| **Tagalog** | (Native or bilingual proficiency) |

## Education

**Quezon City Polytechnic University, San Bartolome**

Bachelor of Science (BS), Information Technology, 2010 - 2014

Major in Information System

## Projects

Northern Territory Pre-Stressing Active Directory, File, Email & PBX Server (2018)

* Created the whole IT infrastructure from scratch.
* Created and assembled hardware parts to create a Server that will host virtual machines for the File and Email Server.
* Created the company’s Active Directory environment.
* Configured Mail Server using MS Exchange Server 2016.
* Configured the Email filtering Firewall using Kaspersky Mail Gateway and Fortimail from Fortinet.
* Implemented DFS for file Server.
* Configured virtualized servers using Hyper-V that are being replicated to other Hyper-V hosts and extendedly replicated to Off-site server.
* Configured the Telephone System using GrandStream UCM PBX & IP Phones.
* Engineered the whole network infrastructure of the company.
  + Configured and installed router/firewall, switches, access points and cablings.
* Configured a file backup system using Windows Server Backup to an iSCSI target (NAS).
* Configured SSL/IPsec VPN connection using Fortigate firewall/Routers and Cisco Routers.

STEPS Cosmetics Server (2015)

* Created the Server of a cosmetics company which has Email and SharePoint server.
* Created the Server from assembling the hardware (racks, physical servers, router, switches, access points, email firewall) up to configuring the Operating system and the needed set of software.
* Created and designed the Network Infrastructure, both local and external network.
* Created Firewall and System Policies to meet the company’s requirements.
* Configured automated backups to customized expansion storages for larger backup space.
* Configured the VPN and Remote connectivity to external users on different countries.
* Maintaining the Server from the hardware to software level.

Center Stage KTV Bar Videoke System (2013)

* Programmed a Videoke System (using VB.net and MS SQL Server) that merged the Videoke and the Drinks/Foods Ordering System.
* Created a Centralized System that will make the whole operations managed through each department’s System interface console.
* Designed a system for making the Videoke experience more comfortable and more entertaining by putting all they need on a single screen without interfering the Videoke.
* Designed the accounting and point of sale to be integrated to the videoke so that the crew will be more precise on delivering the customer’s orders and also for the customers to have all the information about their orders and bills on the screen while singing.

## References

Available on request.