James Ewald Dela Cruz Tandi
IT Ops Shift Supervisor
Yew Tree Services, Inc.

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Experience

Oct 2016 - Present	**IT Ops Shift Supervisor** Yew Tree Services, Inc.	Philippines

Industry	Call Center / IT-Enabled Services / BPO
Specialization	IT/Computer - Network/System/Database Admin
Role	Supervisor/Team Lead

Operations and Support

Maintain the day to day requirements and the continuous operations of the office networks and workstations

Maximize network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades and collaborating with network architects on network optimization

Supervises and leads a team of dedicated IT professionals by coaching, mentoring, disciplining and leading by example

Maintains a high level of technical competence; assists staff in resolving complex technical problems and works with customers to ensure solutions are satisfactory

Responsible for employee performance reviews, employee recognition, recruitment/selection and performance management

Triage and prioritizes issues and communicates problems to management following established corporate escalation procedures

Maintains a strong working knowledge of supported systems, and continually strives to enhance knowledge through ongoing training, reading, and participating in projects and improvement initiatives

Administration of the Service Desk ticketing system to modify, maintains, and update as required by workflow and work load

Responsible for assuring users are provided efficient and timely first level/second level support

Liaise with project management teams, third-line engineers and service desk engineers on a regular basis

Act as an escalation point for IT requests and incidents.

Develop and maintain an IT Knowledge Base of identified problems, known errors and solutions

Training of IT Service Support staff on operational procedures and troubleshooting techniques

System Administration and Devops Tasks
Create, modify, and disable user accounts in multiple platforms ensuring conformance to administrative and secure policies

Weekly UAT and PROD routine server maintenance

Deployment of application releases, changes and updates (Staging, UAT, PROD)

Develop scripts to streamline operational processes and automate task

Perform daily system monitoring (physical, vm, docker container), verifying the integrity and availability of all hardware, server resources, systems and key processes

Administer servers, network switches, desktop computers, IP phones

Weekly Datacenter check – equipment health status check as a proactive measure

| Nov 2014 - Nov 2016 (2 years 1 month) | **Linux Service Desk** Yew Tree Services, Inc. | National Capital Reg, Philippines |

Linux Service Desk
Yew Tree Services, Inc. | National Capital Reg, Philippines

Industry	Call Center / IT-Enabled Services / BPO
Specialization	IT/Computer - Network/System/Database Admin
Role	System Administrator

Provides comprehensive 1st - 2nd tier phone support for resolution of technology problems and requests

Provides technical troubleshooting assistance to employees across global business units

Install all network hardware and software and make needed upgrades and repairs

Monitor network performance (availability, utilization, throughput and latency) and test for weaknesses

Assesses and records problems accurately in the Problem Management tool

Resolves technical-related issues by utilizing appropriate knowledge and skills, to ensure customer satisfaction

Manages and triage multiple concerns effectively by understanding customer needs and meeting service level requirements

Identifies potential system problems and escalates it to the department concerned for resolution

Works with customers in establishing the appropriate expectation and response time

Takes ownership of all customer interactions, utilizes appropriate follow-through, and logs all customer interactions

Provides timely feedback to external and internal customers via phone, e-mail, or other form of communication applicable

Assists various departments of the organization as required

Application deployment - UAT/PROD using Ansible and Rundeck.

Oct 2012 - Oct 2014 (2 years 1 month)	**IT Support Associate** DirectWithHotels LTD. | National Capital Reg, Philippines

Industry	Hotel / Hospitality
Specialization	IT/Computer - Network/System/Database Admin
Role	System Administrator

*Reports directly to VP of Technology

*IT support
- Ensure timely resolution of support requests (phone, chat, email, support tickets)
- (Corporate stack) Support and maintain all computer systems, servers, desktop, printers, network, etc.
- Hardware and Software troubleshooting
- Create and make changes - internal accounts (email, network storage..etc)
- Ownership of license compliance
- Network monitoring (bandwidth monitoring)
- Network infrastructure and cabling
- Ensures proper operation and configuration of internal systems (*Router/Firewall) (*Networking equipment (switches, access points..etc)) (*Elastix IP-PBX (IP Phone system)) (*Openfiler (Network-attached Storage))
- Firmware updates (shared office hardwares)
- Access point configuration

*Linux/Unix server administration
- Server updates
- Service configuration
- User management (local user accounts, key- based authentication, etc)
- Configuration and deployment Elastix (Asterisk) IP-PBX and Cisco IP phones
- Configuration of Pfsense firewall/router (DNS, DHCP, Squid, Failover, Captive portal, etc.)
- Openfiler (NAS)
- Backup/Restore (rsync/rsnapshot)
- OS image backup and restore for the servers
- Troubleshoot basic IP connectivity
- Creating simple backup scripts (bash)
- Web service configuration (apache)
- Server monitoring using standard Linux tools (top, free, uptime..etc) and using IT infrastructure monitoring system (CopperEgg, PagerDuty and Pingdom)
- Create and make changes Technical alerts
- Basic MySQL tasks

Apr 2012 - Oct 2012 (7 months)	**IT Consultant** DirectWithHotels LTD. | National Capital Reg, Philippines

Industry	Hotel / Hospitality
Specialization	IT/Computer - Network/System/Database Admin
Role	System Administrator

Sep 2010 - Jan 2012 (1 year 5 months)	**Team Supervisor** Digital Media Exchange | National Capital Reg, Philippines

Industry	Entertainment / Media
Specialization	Customer Service
Role	Supervisor/Team Lead

- Build-A-Bear www.bearville.com support
- QA
- Monthly Agent Appraisal
- Statistical reporting of daily, weekly and monthly team performance
- Motivating ,evaluating and counseling agents
- Setting Team's objectives
- Facilitate training and team building programs

Nov 2009 - Sep 2010 (11 months)	**Team Lead - Senior Game Master** Digital Media Exchange | National Capital Reg, Philippines

Industry	Entertainment / Media
Specialization	Customer Service
Role	Customer Service - General

- Call and email monitoring
- Quality Assurance (Performance Assessment)
    *monitors performance of new trainees
    *provide immediate counseling and coaching
    *report generation
- New event ideas
- Analyzes, solves and answers escalated complicated cases
- Talks to players personally (office visit for complicated cases)

Mar 2006 - Nov 2009 (3 years 9 months)	**Game Master** Digital Media Exchange | National Capital Reg, Philippines

Industry	Entertainment / Media
Specialization	Game Admin
Role	Customer Service

Assist in planning and facilitating gaming events

Ensure player satisfaction by responding timely and accurately to player's complaints and disputes

Provide support to players on game related queries

Conduct quality assurance assessment of game products to ensure product quality and service

Perform investigation and documentation of game exploits, bugs and similar other issues pertaining to online gaming world

Assist in creating, planning and implementing innovative games

Ensure all players adhere to gaming rules and regulations

Manage gaming operations and report game status to management on daily basis

Analyze feedback and suggestions from players for continuous improvements of game

Manage game messaging and gaming forums to attract more players

Perform server testing and hack testing of gaming product

May 2005 - Mar 2006 (11 months)	**Game Support Specialist** Digital Media Exchange	National Capital Reg, Philippines

Industry	Entertainment / Media
Specialization	Customer Service
Role	Customer Service - General

- Account repair
- Phone/Email/Chat support for Mobius Games
- Technical support

"Handle inbound calls regarding game concerns of the customer (e.g. change of password for their account, retrieve hack accounts and game details). Also help customer to troubleshoot some technical issues"

Education

2004	**San Beda College** Bachelor's/College Degree in Commerce	Philippines

Major	Computer Application and Information Science

Skills

Desktop Support Win/Linux
Linux Administration, Network Admin, Zetavault, NFS, ITIL, Bash Scripting, Zimbra, Pfsense, Ansible, AWX, Splunk, Cacti, Datadog, Nagios, Icinga, LibreNMS
Citrix XenServer, Virtualization, Git, IPtables, Asterisk, Elastix, Rundeck, AWS, MySQL, LDAP, Docker, Puppet, Portainer, Swarm

Languages

Filipino (Primary)
English

Additional Info

Short/Online courses finished:
-Basic to Advance Linux System Administration
-Linux Network Administration
-IPv4 Subnetting
-CompTIA A+
-CompTIA Linux+
-DevOps Essentials
-Docker
-AWS Concept
-Ansible basic
-Git
-Jenkins basic

Certifications:

-ITIL 4

-CompTIA Linux+ (Powered by LPI) Certified

-LPIC-1 Certified Linux Administrator

-AWS Certified Cloud Practitioner

-Splunk Certified User v6.x (Cert-226092)

References

Ricardo Gestre Jr. | Head of IT – Yew Tree Services, Inc. | +63 917 8679276

James Owen Cagurangan | Security Manager – Underwriters Laboratories | +63 917 5036936

Mark Antony Dondon | Application Engineer – Cambridge University Press | +63 961 3405085