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## About Me

Results-driven IT Specialist with extensive experience in technical support, Active Directory, networking, and customer service. Skilled in system administration, hardware installation, and providing innovative IT solutions. Holds a degree in Information Technology from the Polytechnic University of the Philippines. Actively seeking a challenging IT Specialist role to apply my technical expertise and contribute to organizational success. Committed to continuous learning and delivering exceptional user support.

## Education

- Bachelor of Science in Information Technology  
[REDACTED]  
CAMPUS)  
2010-2015

- CERTIFICATION  
Cisco Certified Network Associate  
[REDACTED]

01 September 2022 – 01 September 2025

## Experience

- Senior Information Technology Specialist  
[REDACTED]  
June 2023 – January 2025

- Provided technical support to end users, ensuring timely resolution of issues and enhancing user experience.
- Managed and monitored installed systems and infrastructure to ensure optimal performance and reliability.
- Oversaw system performance, guaranteeing availability and identifying areas for improvement.
- Managed and documented system configurations, ensuring consistency and ease of troubleshooting.
- Set up user accounts, permissions, and passwords across platforms like Email, Microsoft 365, Active Directory, VPN, and Back Office systems.
- Administered Microsoft 365 (Accounts, Exchange, Teams, and SharePoint) and Active Directory (Accounts, OU, GPO) environments.
- Efficiently acknowledged and processed newly created support tickets for prompt resolution.
- Monitored and tested application performance to identify bottlenecks, collaborating with developers to implement fixes.
- Managed IP blocking and whitelisting to maintain secure network access.
- Created and documented Standard Operating Procedures (SOPs) to ensure consistent IT practices.
- Handled procurement of IT equipment, asset inventory management, and disposal procedures.
- Supported the Product Development team in modifying ongoing projects for production environments.
- Experienced in Fortigate management, including re-routing, traffic shaping, bandwidth monitoring, and policy routing.
- Proficient in Manage Engine Endpoint Central, including pushing custom scripts, applying vulnerability patches, and remotely wiping devices.

- Production Support Engineer  
[REDACTED]

November 2018 - June 2023

- Installed, configured, tested, and maintained operating systems, application software, and system management tools to ensure optimal functionality.
- Managed and monitored all installed systems and infrastructure, ensuring high availability and reliability.
- Performed regular network maintenance and system upgrades to keep systems up to date and secure.
- Monitored network traffic, activity, and capacity to maintain optimal performance and prevent bottlenecks.
- Conducted thorough research and analysis of network infrastructure to optimize network configurations for peak performance.
- Maintained security protocols, backup strategies, and redundancy systems to safeguard data and systems.

## Skills

- Technical Troubleshooting & Problem-Solving
- IT Help Desk & User Support
- Windows OS (XP/7/8/10/11), Linux, and MacOS
- CCTV Installation, Planning, and Configuration
- Office 365 Administration
- Virtualization Technologies
- Customer Service and Ticket Management
- Hardware Diagnostics and Software Installation
- TCP/IP Networking and System Administration
- Application Support and Remote Assistance
- Data Recovery and Account Management
- Active Directory Administration
- Microsoft M365 Proficiency
- Technical Issues Analysis

## Exposure

- Active Directory, DNS, DHCP, FTP, IIS
- Computer Virtualization
- Fortigate Firewall
- Juniper Firewall
- F5 Load Balancer
- Jira Software
- Ruckus Wireless System
- Zabbix and Kibana
- Hyper-V
- Linux
- Meraki
- CDN

## References

- Managed and documented system configurations, ensuring clarity and accuracy in system setups.
- Developed and maintained network documentation, including inventory, fault diagnosis, and network enhancements.
- Set up and managed user accounts, permissions, and passwords to ensure secure access.
- Collaborated with vendors and IT teams to resolve technical issues promptly.
- Provided first-level support in production environments (e.g., client websites, back office systems).
- Efficiently acknowledged and managed incoming tickets, ensuring timely resolution of issues.
- Monitored and tested application performance, identifying potential bottlenecks and collaborating with developers for optimization.
- Managed whitelisting, IP blocking, and address group creation via F5 Load Balancer and Juniper Firewall.
- Performed domain mapping of client URLs using UltraDNS web service for seamless web navigation.
- Documented and standardized procedures to maintain consistency across network operations.
- Utilized monitoring tools like Kibana, Zabbix, and Grafana to track system performance and availability.
- Maintained and managed documentation, including SOPs and weekly/monthly reports.
- Provided L1/L2 support for troubleshooting escalated issues based on system monitoring thresholds.
- Prepared deployment and maintenance schedules to ensure smooth system operations.
- Coordinated with third-party vendors to resolve escalated technical issues.
- Led and guided Associate PS teams during hand-over calls, ensuring effective knowledge transfer.
- Presented and demonstrated new SOPs from other teams to ensure adherence to best practices.
- Successfully completed additional tasks and projects as assigned by superiors

### IT Support Specialist & Graphic Designer

February 2016 - November 2018

- Delivered Tier 1 IT support to internal users, providing efficient desk-side assistance for non-technical staff.
- Utilized ticketing systems to effectively manage and resolve support requests.
- Acted as a subject matter expert to troubleshoot and resolve escalated issues across a variety of technical challenges.
- Collaborated with Systems and Network Administrators to ensure seamless system updates and implementation.
- Followed maintenance protocols to ensure the security and readiness of IT systems for users.
- Led the design and deployment of servers, directories, wireless backups, and personal devices.
- Maintained, troubleshooted, and optimized hardware and software systems.
- Documented system performance, identified bugs, and outlined program requirements.
- Created visually engaging images and graphics for product illustrations, logos, and websites.
- Developed creative graphics that communicate product messages, ensuring alignment with branding goals.
- Selected colors, images, text styles, and layouts to create impactful designs.
- Presented designs to clients or art directors, incorporating feedback to refine the final product.
- Reviewed designs for accuracy before final print or publishing.
- Planned, installed, and configured CCTV systems for enhanced security and monitoring.