



TED MATTHEW M. DESTRIZA

OPERATION SUPPORT ENGINEER



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PROFILE

Experienced and knowledgeable information technology professional with 9+ years' experience seeks to contribute his training and acquired skills within a Tier-1 technical support and/or helpdesk role and Tier-2 system administrator.

CERTIFICATIONS

Amazon Web Service (AWS) - Solution Architect Associate

Date Acquired: 2016-Feb. 15

Avaya Implementation Specialist - ACIS Aura Communication Manager and CM Messaging – Embedded

Date Acquired: 2015-Mar. 01

Cambridge English Language Assessment – IELTS

Overall Band Score: 6

Date Acquired: 2015-Sept. 12

Cisco Data Center - Unified Computing Technology Support Specialist

Date Acquired: 2014-Jul. 09

EXPERIENCE

2019, Jul–2020, Oct

Operation and Maintenance Engineer • Internet Keeper Global

Responsible for routine maintenance inspection of the server room, keeping the operating environment of the equipment room in good condition, and recording environmental data. Responsible for the upper/lower shelf of the equipment room, and the initial configuration of the remote management system of the server, such as IPMI, BNC, etc. Installation, computer maintenance, hardware troubleshooting, etc. for the server room, network and other operating equipment. Assist in troubleshooting the server, network equipment, network connection, locate fault information, and notify the computer room leader in time. Record and check the inventory of spare parts and spare parts in the equipment room to ensure that the records are correct. Regularly inspect, repair, replace and repair all bad parts of servers and spare parts in the data center computer room. Coordinating the transportation relationship between the customer's equipment and logistics. Strictly implement the corresponding specifications in accordance with the requirements of local operators and computer rooms. In accordance with the requirements of the engine room, provide daily reports.

CHARACTER REFERENCE:

Name: Dennis R. Badar
Position: Sr. Network Engineer
Company: ePLDT Inc.
Cellphone Number: 09088944844
Email Address: drbadar@epldt.com

Name: Mark R. Secang
Position: IT Operation Officer
Company: ZAPFAM Inc. (FamilyDOC)
Cellphone Number: 09175413712
Email Address: mrsecang@gmail.com

Name: Ryann Theodore D. Padua
Position: Corporate Solution Manager
Company: ePLDT Inc.
Cellphone Number: 09088686616
Email Address: rdpadua@epldt.com

2016, Jul–2019, Jul **Operation Support Engineer • ePLDT Inc.**

Function as System Administrator, responsible for Cloud Operation Tier-2 technical support services through 24/7 systems operations and maintenance, configuration and installation of operating systems, systems design and engineering, project implementation, system upgrades and migration and problem resolution.

2014, Jul–2016, Jul **Field Support Engineer • ePLDT Inc.**

Functioned for Field Support Group (Client-end) ONSITE Tier-2 technical support for services, systems operations and maintenance, configuration and installation of operating systems, systems design and engineering, project implementation, system upgrades and migration and problem resolution and Disaster Recovery Services.

2011, Oct–2014, Jul **IT Helpdesk Engineer • ePLDT Inc.**

Assigned under IHO Group (Integrated Helpdesk Operation - Vitro Data Center) as IT Helpdesk Support in IDC VITRO DATA CENTER. Responsible for Tier-1 technical support and/or help desk role, also responsible in escalating concerns to Tier-2 Support Team.

2010, Jan –2010, Dec **IT Helpdesk Technician • ePLDT Inc.**

Deployed under Makati Medical Center, as an IT helpdesk. Responsible for Tier-1 Support, analyzing possible hardware, software and network concern/issue, documentation such as calls received, inventory list for hardware. Responsible for coordinating with supplier for warranty related concerns.

EDUCATION

Eastern Visayas State University (EVSU), Tacloban City

2004-June - 2008-May

Bachelor of Science in Information Technology

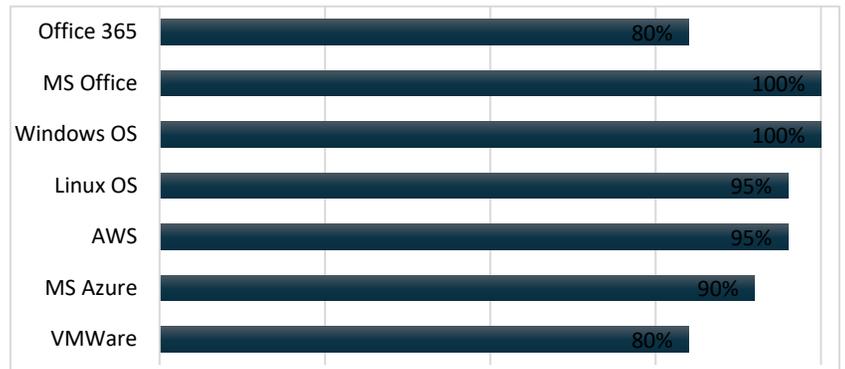
Major: Software Technology

Balocawehay National High School (BNHS), Abuyog, Leyte

2000-June - 2004-April

Secondary Education – 1st Honorable Honor

SKILLS



TRAININGS & SEMINARS

POEA – Pre-Employment Orientation Seminar (PEOS)

Date Acquired: 2019, April 23

Conducted by: POEA Website

ENGLISH PROFICIENCY 101 WORKSHOP

Date Acquired: 2019, Jan 21 – Jan 23

Conducted by: Curo Teknika, Inc.

CONTACT CENTER SERVICE PROVIDER 7 – BASIC OPERATION & CALL FLOWS

Date Acquired: 2016, Feb 26

Conducted By: Enghouse Interactive – Ken Or

CONTACT CENTER SERVICE PROVIDER 7 – MAINTENANCE & SUPPORT

Date Acquired: 2016, Feb 26

Conducted By: Enghouse Interactive – Ken Or

IMPLEMENTING CISCO BE6k/7k

Date Acquired: 2015, March 12-13

Conducted By: Global Knowledge – Elanko

CCNA Routing and Switching Boot Camp v2.0 (CCNAX)

Date Acquired: 2013, October 14-18

Conducted By: Fast Lane Asia Pacific – Eleazar Noroña

Technical Training for On-Site Engineers

Date Acquired: 2011, May 24 – June 24

Conducted By: Accent Micro Technology Inc. (AMTI)

BASIC MySQL SEMINAR

Date Acquired: 2007, December 18-20

Conducted By: Information Technology Department - Radin Rubis