

CHRISTIAN C. GARCIA

ADDRESS: 17 B MANGA ROAD, LOAKAN PROPER BAGUIO CITY 2600

PHONE: +639270469528

EMAIL: CHRISTIAN_GARCIA112@YAHOO.COM

Objective

Seeking a position in an organization where skills and abilities can be creatively utilized to add value to attain professional growth while being competent and resourceful. Experienced IT professional with 10 years of experience providing executive and desktop support. I have excellent skills in troubleshooting, installing, upgrading, maintaining and servicing multiple types of hardware and software and approaches in providing information technology solutions. Knowledge about networking devices, Cisco products, WAN and LAN, seeks to work as a network engineer for a reputed organization.

COMPUTER KNOWLEDGE: Excellent skills in troubleshooting, installing, upgrading, maintaining and servicing multiple types of hardware and software and approaches in providing information technology solutions. Knowledge about networking devices, experienced in troubleshooting handheld devices, knowledge of LAN, WAN, Cisco Products, and network devices, Extensive Computer Hardware knowledge, knowledge of IP Networking, Routing Protocols, security and IP telephony, Knowledge and troubleshooting skills of Windows XP, Windows7, Linux and Citrix.

Certification and Training

- Certified Ethical Hacker
ECC3659014287
- ITIL V3 Foundation
Certificate Number: 00331314
- CCNA ROUTING AND SWITCHING
Cisco ID No: CSC012889508

Experience

Elako.ph

<https://elako.ph/>

October 1, 2019 - Present

Entrepreneur/Stakeholder

A start-up company based in Baguio City aimed at helping Baguio folk by making goods accessible and giving local retailers a platform to sell their products. I am responsible for sourcing equipment, goods and services and managing vendors leading and executing purchasing strategies,

Tracking and reporting key functional metrics to reduce expenses and improve effectiveness,
Crafting negotiation strategies and closing deals with optimal term

Responsibilities:

Develop, lead and execute purchasing strategies
Track and report key functional metrics to reduce expenses and improve effectiveness
Craft negotiation strategies and close deals with optimal terms
Partner with stakeholders to ensure clear requirements documentation
Forecast price and market trends to identify changes of balance in buyer-supplier power
Perform cost and scenario analysis, and benchmarking
Assess, manage and mitigate risks
Seek and partner with reliable vendors and suppliers
Determine quantity and timing of deliveries
Monitor and forecast upcoming levels of demand

IRON SYSTEMS

<https://www.ironsystems.com/>

August 27, 2018 to June 28,2019 : Network Engineer

- Establishing network specifications by conferring with users; analysing workflow, access, information, and security requirements; designing router administration, including interface configuration and routing protocols.
- Establishing network by evaluating network performance issues including availability, utilization, throughput, goodput, and latency; planning and executing the selection, installation, configuration, and testing of equipment; defining network policies and procedures; establishing connections and firewalls.
- Maintains network performance by performing network monitoring and analysis, and performance tuning; troubleshooting network problems; escalating problems to vendor.
- Secures network by developing network access, monitoring, control, and evaluation; maintaining documentation.
- Prepared users by designing and conducting training programs; providing references and support.
- Upgraded network by conferring with vendors; developing, testing, evaluating, and installing enhancements.
- Protects organization's value by keeping information confidential.
- Accomplishing organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Establishing and managing a Data Center Operations Team responsible for the planning, installation, maintenance and operation of server hardware and supporting infrastructure at scale.

- on
- Ability and desire to work in a bleeding edge, technical, dynamic, hands-on environment and demonstrated ability to naturally leverage technology to manage and grow environments effectively
 - Responsible for delivery of products and services from the datacenter site, and for ensuring operational delivery through collaboration and partnership with both and local peer organizations
 - Responsible for leading Public Relations, Public Policy and Site Operations Management on behalf of client and data center site, by managing the ongoing relationships with local, regional and national entities
 - Mentoring and developing managers and leads such that they can run daily operations with minimal supervision
 - Build and lead a diverse, world-class datacenter operations team, developing both the technical capabilities and leadership qualities of individual contributors and managers
 - Assisting and supporting the Datacenter Site Selection, Design and Construction Teams, as necessary with the development of the project site, from groundbreaking through construction and hand-off to the Operations teams
 - Managed a diverse team of data technicians with varying skills
 - Providing weekly reports to the data center cluster manager
 - Write and deliver performance reviews for staff

NEC Asia Pacific Pte Ltd

December 2014 - August 24,2018 : Network Administrator

Client: Khoo Teck Puat Hospital

- Provided Tier2 technical support; assisted users facing network problems. Performed advanced troubleshooting, diagnostics and provided tier/level-2 solutions to network failures troubleshoot hardware and software issue, configuring IP phone via call manager, patching Lan ports
- Implemented network configuration base on the business needs. BGP,OSPF, NAT, EIGRP
- Dedicated Network administrator who is well-versed in several legacy computer networking platforms
- Configuration, maintenance and troubleshooting of network
- Supported Cisco Wireless for WAP's uptime and coverage including wireless controllers and wireless switches.
- Configured Cisco IP phone via Call Manager
- Manage and Network Support Engineer for all Cisco routers C2911,C2921,C2951, C3925,C4330, ASR1002, ASR1001X and Catalyst Switches, C3560, C3750X,C3850,C4500 &C6500 series chassis
- Handled firewalls namely fortinet, ASA and Checkpoint
- Monitored and Troubleshoot all network related issues reported by helpdesk
- Responsible for a time to time Cisco IOS upgrade for switches and routers

- Assisted office personnel with network and computer problems, provided troubleshooting, and owned issues to resolution
- Rules and policies applied on firewalls like Checkpoint, ASA and Fortigate

Other client support:
 Civil Service College
 Singapore Press Holdings
 Ministry of Education
 Channel Singapore

NCS Pte Ltd

October 2011 - October 2014: Operation Specialist/Desktop Engineer

- Technical assistant is committed in assisting school users and personnel with various applications provided by MOE (Ministry of Education) by answering difficult application and hardware questions and improving the user's experience, manages all the ICT hardware and software alike
- Deployment and configuration for hardware and software
- Manage/response to service request and incident management processes from end-users to ensure SLAs
- ad-hoc projects to upgrade, maintain, migrate systems
- Provide remote/face-to-face support for end-users
- Support and manage end-user devices (desktop, laptop, mobile devices, printers, etc.
- Re-cloning and deploying image to desktop and laptop
- Experience in implementing Windows 10 migration process
- Experience in providing support for Microsoft Office 2010-2016
- Hands-on experience in supporting other technologies: video conference
- Responsible for providing IT assistance to include application support, hardware and software installation and troubleshooting.
- Configuring Microsoft Outlook / Outlook Express.
- Manage the migration and deployment of Windows 10
- Support on desktops, notebooks, printers, scanners hardware components.
- Installation, re-installation, troubleshooting and reconfiguration of Microsoft Windows and Microsoft applications that are found in the Desktop PCs and Notebook PCs. Examples of such software are Windows XP/7 OS or any bank standard desktop OS, MS Office, Internet Explorer, MS Outlook, MS Outlook Express, etc
- Handle technical Windows 10 migration escalations

JP Morgan Chase Bank

October 2008 - September 2009 : IT Support

- Support Center is committed to assisting Mortgage branch and site users with our various applications by answering difficult

application and hardware questions and improving the user's experience. Plays critical role by providing users directly impacts the firm's ability to service external customers. The job responsibilities of a Service Desk Analyst responding to user questions regarding applications and hardware, resolving user problems, escalating issues that cannot be resolved immediately.

Advance Contact Solution Inc.

February 2006 - October 2008
Level 3 Technical Support Representative/Network Specialists

Duties and Responsibilities:

- Escalate Order status and investigate the reasons why the DSL order is not yet active. Call Provisioning Department and give resolution to activated their DSL service (VERIZON DSL)
- Last line of support for unusual issues that Level 2 agents encounter, especially on DSL connection
- gives approval for all escalated calls especially for on-site techs dispatch
- Provides coaching to agents on areas of improvement in term

University of the Cordilleras

<http://www.uc-bcf.edu.ph/>

2005 Graduated with Bachelors degree on Computer Science