



Ronald Padua Bon

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OBJECTIVE:

To be part of a company where in I can use the skills that I already have and to learn more about technical field that allows my advancement. With more than 13 years of experienced as a Photocopier Service Technician/Engineer, Trouble Shooter, Field Technical Support, MPS Customer Support, Computer Hardware/Software and Customer Service.

CAREER RELATED EXPERIENCE:

Senior Service Engineer

April 2010 – Present

Corporate Connection - Mohamed Hareb Al Otaiba Group P.O. Box 33488 Abu Dhabi UAE

- Ensures minimum downtime of Nashuatec/Ricoh Multi-Function Printers.
- Resolving customer complaints through PC remote access, assisting them through phone and on-site visit.
- Performing routine Preventive Maintenance on Nashuatec Multi-Function Printers.
 - Knowledgeable in Nuance Equitrac and Fleet Management applications. Installation, Troubleshooting, Service, Colour Management and Network Connectivity of MFP's and Production Print machine.
- Technical Support for Injazat Headquarters in UAE, provides efficient support such as preventive maintenance, troubleshooting server and network connectivity issue.
 - Support for ADSB (Abu Dhabi Ship Building) and Injazat Data Center, provides support for ICT department, users, Nuance Equitrac Server, YSoft , Ricoh MFP's.
- Directly dealing with customer complaints.
- Provides friendly customer service in a professional manner.
- Maintains and Troubleshoot Fiery and Production Printer for Exclusive Clients such as Arab Center Pro 8100s, Etihad Airways Pro C5200s 2 nos., ADCO (Abu Dhabi Companies for Onshore) Pro C7100x Glory Graphics Pro C7200, Arkan Advertising Pro C7200x and Creation Line Pro C5200s.

**IT Support
Dios Philippines**

**April 2008-January 2010
J.P. Rizal St. Project 4 Quezon City Philippines**

Duties and Responsibilities

- Assist on hardware and software problems, provide troubleshooting and owned desktop network issues to resolution.
- Perform troubleshooting of workstation and peripheral equipment, identifying problems and providing solutions.
- Installed operating system, application and conduct demonstration.
- Check all workstation
- Back-up /Restore hard drive using Norton Ghost/Partition Magic
- Configure Router/ Switch
- Attend to client needs
- Install Programs and Applications (Office, Outlook, Adobe)
- Troubleshoot Software and Hardware
- Install, Configure Troubleshoot Server
- Install, Configure Troubleshoot Network Configuration

**Service Engineer
Sharp Philippines Z.Roxas St. Makati City Philippines**

February 2006-February 2008 ECOPY

- Provides technical assistance to our Service Engineer's to finish their incomplete service calls.
- Provides efficient support that meets or exceed the expectation of Sharp customers. - Presents and trained customers on how to properly operate the Sharp multifunction printer.
- Troubleshooting of Sharp MFP's including analog, digital and colour.
- Receiving and returning daily transmittal reports of parts and consumables from the Sharp main office.
- Installation of Sharp copiers.
- Attending service calls and conduct preventive maintenance of MFP's. -Providing solution for network connectivity issue.

EDUCATION:

Degree: Bachelor of Science in Computer Engineering
STI College Cubao Quezon City Philippines
June 2000 to November 2005

Trainings:

Certification: Cisco - CCNA (Certified Cisco Network Associate)

AIMS Computer Center, Hamdan, Abu Dhabi, UAE
December 2012 to January 2013

Leo C2 Pro C7200S/X Production Printer/Fiery

Middleeast Dubai Branch
Sept 30 to October 4 2019

Taurus ProC 651/751 Production Printer/ Fiery

Middleeast Dubai Branch
April 19 – 23 2015

Nuance Equitrac Ver. 5 Software

Yaz Island Rotana Hotel Abu Dhabi
November 2014

Global Scan/Streamline NX – Server/Client

Middleeast Dubai Branch
March 2011

Awards:

Top Performer for 2012 – Certificate Given January 2013

Employee of the Quarter - 2015 August to September
Certificate given November 2015

Employee of the Quarter Nominee January to March 2015

Certificate of Recognition 5 Years of Service