

ELMER C. SANTOS

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Caloocan City, Philippines
40 yrs. old

OVERVIEW

Over fourteen years of experience as Administrative in Servers, Systems, Database, Network & Security in the service provider, academe, healthcare and real estate.

WORK EXPERIENCES

Dolmar Property Ventures, Inc. - *is one of the most innovative, creative and forward-thinking real estate company.*
IT Administrator - May 2016 - Present

Roles

- Administrate infrastructure, including firewalls, databases, malware protection software and other processes
- Provide technical support for both hardware & software issues users encounter
- Install and Implement network effective security system.
- Monitor the system daily & respond immediately to security or usability concerns
- Upgrade systems & processes as required for enhanced functionality & security issues resolution
- Work hand & hand with Apptech (SAP 3rd party provider) in the current development & testing of modules related in SAP B1
- Create queries in Ms-SQL for customized report by request of the Dept. Heads
- Layout & design customized report using Crystal report in SAP B1 by request of the Dept. Heads
- Manage data backup and retrieval processes.
- Administrate, maintain and monitor the ff: Servers, Network & Security, Systems, Database, Data & File Backup and Telephone System (PABX).
- Contact and Coordinate with the 3rd party Provider and Suppliers

Main Projects

- Deployed 3 New Servers (AD, SAPB1 with Ms SQL & Remote Servers) for SAP B1 implementation remote setup at AWS EC2 Services using Windows Server 2016 Datacenter
- Deployed New Active Directory, DHCP and DNS Server On-Premise using Windows 2012 R2
- Deployed New FTP Server On-Premise using Windows 2012 R2
- Deployed New Network Infrastructure including Firewall appliance (Wired and Wireless)
- Deployed New Anti-Virus Server (ESET Cloud)
- Deployed New Automated Backup for Data & User Files On-Premise & Cloud (For Disaster Recovery Plan)
- Deployed New PABX Telephone System

New World Diagnostics Inc. - *is one of the most comprehensive diagnostics in the country.*
ICT Specialist - September 2012 to February 2016

Roles

- Perform Troubleshooting and maintenance of the hardware and software
- Responsible for the installation and maintenance of Windows Servers, including updating of Security Patches, Anti-virus and fine-tuning of servers
- Network administration, configuration, cabling and installation
- Provide technical assistance to all departments, branches and affiliates thru phone, email, tickets and site visit.
- Maintain in-house and third party systems such as Bizbox & Drugtest from DOH
- First Level Support of Cobas IT 5000 (ROCHE Laboratory Information System)
- Provide Damage and Failure Analysis in any hardware or software problems
- Administrate, maintain & monitor all Servers and Network connection including IP Phones

Main Projects

- Deployed New Virtual Servers using Hyper-V (Windows and Linux)
- Deployed New On-Premise Servers using Windows Server 2008 Standard R2
- Create Customized Reports using SSRS (Ms SQL) upon request per Dept
- Assist the installer of CCTV
- Setup & Configure IP Phones (Shoretel)
- Network Setup for New Branches (Wired and Wireless)
- Maintain Laboratory Information System (Middleware)
- Maintain Integrated Drug Test Operations Management Information System (IDTOMIS)

Chase Technologies Corporation - is a Pioneer in the local Computer Industry with the experience in providing Business Solutions.
Software Tester - March 2012 to September 2012

Roles

- Responsible for developing test plans and test cases and execution of those plans against client based consumer security technologies
- Wrote test cases and test plans for the project
- Executed test cases
- Investigated potential defects and discussed them with developers
- Logged defects during the test execution phase
- Reported test results to the project manager
- Create the functional decomposition of applications as part of feature testing and develop test coverage matrices to maximize testing efficiency
- Isolate root cause of defects and drive the resolution of important defects

Main Projects

- Deployment of Point of Sale (POS) System customized based on company's needs

Technological Institute of the Philippines (T.I.P) - is a private, non-sectarian higher education institution.
Software Specialist - January 2011 to March 2012

Roles

- Performs installation, setup, configuration / reconfiguration of computing equipment and accompanying software and conducts repair and troubleshooting of computing system upon prior clearance from his superior
- Guides and continuously trains all computer technicians to ensure that the skills are up-to-date and relevant
- Implement good housekeeping procedures including data back-up for all IT installations and perform other related function that may be assigned by the superior
- Install, configure, and support the LANs WANs and Internet systems
- Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability
- To supervise other network support technicians and plan, coordinate, and implement network security measures
- Perform routine backups and archival of files stored on the network to assist with disaster recovery
- Support all system that the company use specially Grading system and Enrollment system

Main Projects

- Deployed New DHCP Server On-Premise using Linux Fedora
- Deployed New Anti-Virus Server Escan End Point Security
- Deployed New Library System (KOHA) from National Library

Cartel Computer Clinic - provide its customers with full access to the Internet and common computer software and hardware services.
Computer Technical Support - April 2006 to December 2010

Roles

- Computer troubleshooting and repair
- Software Installations and configuration
- Network cable fabrications and installation
- Monitor and Maintain Local Area Network and Wireless Local Area Network
- Monitor the computer units for viruses and spy- wares threats

Main Projects

- Deployed, Setup, Configure New Computers at New Branches
- Setup, Install and Configure Network at New Branches

EDUCATION	Far Eastern University - Diliman Q.C. <i>Bachelor's Degree Information Technology</i> 1998 - 2001	
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SKILLS & TECHNOLOGIES		TRAININGS
<ul style="list-style-type: none"> ● Infrastructure Design ● MsSQL ● Crystal Report ● SAP Business One ● System Analysis ● Technical Leadership 	<ul style="list-style-type: none"> ● AWS EC2, S3, CloudWatch, Lambda ● Windows Server On-Premise, Virtual & Cloud ● Router ● Firewall ● End point Security ● Manage POE Network Switches 	<ul style="list-style-type: none"> ● Comptia A+ <i>Nexus IT Training Center - September 2015</i> ● AWS <i>Webinar Training hosted by AWS Philippines - February 2021</i>

CHARACTER REFERENCES		
Christopher Salcedo Systems Engineer Infosys chris.salcedo21@gmail.com +63 942 039 6172	Chester Arellano Senior Development Specialist 3M Global Service Center PH chesterarellano1@gmail.com +63 967 235 4675	John Ellans De Lara Service Desk Technician Clear Concepts john_ellans@yahoo.com +1 204-996-7344