

NEIL C. PABLO

Blk.60 Lot 1 Ph.3-D Module 3 Ph.1
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OBJECTIVE: To obtain an information technology position in the technology industry where I can use my extensive system management and Manage Services experience to increase technology reliability and resolve End User Computing problems.

EXPERIENCE

End User Computing Engineer
Ethan Group (NSW-Australia)
Eastvantage Business Solutions Inc.
15th Floor Fort Legend Tower
3rd Avenue cor. 31st Street,
Bonifacio Global City, Taguig, 1634
Metro Manila, Philippines
November 2018 – Present

- Provide Level 2 Desktop Support to users of Ethan Group Managed Device services in line with agreed SLAs
- Provide monitoring and reporting on Managed Devices and Services as required
- Adhere to the EUC Support Framework and policies relating to Incident, Request and Problem Management
- Identify and log problem records for root cause analysis
- Develop product and/or service documentation (confluence)
- Collaborate with key vendors, customers and internal teams for any services and technical improvements
- Coordinate changes and outages to the product, ensuring all changes are implemented subject to Ethan Group Change Management Guidelines
- Provide support for related project services and support PMs in managing project scope and risks
- Conduct training to customers, engineering teams and other internal teams as required
- Document processes and known errors into Knowledgebase articles to facilitate time to resolution
- Attend customer sites to deliver technical support when required
- Customer technical engagement, Vendor technical engagement
- Competent in Windows Desktop Support (all current versions) and Mac OS troubleshooting skills
- Ability to remote support mobile devices running IOS, Android or Windows Mobile (Team Viewer, Microsoft RDS)
- Understanding of Remote Access Citrix, Direct Access & SaaS applications
- Knowledge in delivering solution architecture of End User Compute environments
- Knowledge in Microsoft deployment technologies such as SCCM, Intune, WDS and Azure
- Knowledge in administration and troubleshooting of Active Directory policies, user accounts and profiles
- A solid understanding of desktop virtualisation technologies
- Sound understanding of ITIL Framework

Desktop EUC Support
Project | Northern Operating Services Asia Inc
8th Flr. Uptown Tower 3, 11th Ave, Taguig
March 2018 – July 2018

- Manage Desktop Devices (Laptop, Desktop, Thin client, Hardware, software and connectivity) incidents through to resolution.
- Manage IMAC and desk side support services.
- Manage hard and soft break fix services for laptops and desktops.
- Provide standard and approved hardware and software (operating systems and standard office applications) support and maintenance on Desktop (Field Users) Devices for their entire lifecycle (including the remote management of Desktop Devices using appropriate tools).
- Support, Manage, Optimize and Maintain the configuration and installation of the Desktop, to include, but not limited to, patch updates, hardware replacements, with spares provided by vendor.
- Analyze Service Desk calls for Desktop Devices and incident data to identify and advise Customer of any potential user training requirement and automation.
- Ensure that each Desktop Device is installed with the appropriate Desktop image.
- Manage Desktop Devices (hardware and software) incidents through to resolution.
- Monitor security profiles and anti-virus software on all Desktop Devices and take appropriate action in the event of non-compliance with security requirements
 - Provide VIP support for Desk side issues per contract and be point of contact at the site for all IT related issues if no other IT support team unavailable like for MI calls

Desktop Support

Visaya Knowledge Process Outsourcing Corporation

Ground Floor, Trafalgar Plaza Building, 105 H.V. Dela Costa, Salcedo Village, Makati
1227 Metro Manila, Philippines
July 2017 – March 2018

- Installing and configuring computer systems, i3 dialer, Avaya IP phones, Projectors
- Diagnosing and solving hardware and software faults
- Installing, configuring client softwares and troubleshooting (GT,QQ,Nextiva,Skype for business, Office 365)
- Configuration and troubleshooting basic network, software, and network printing issues.
- Basic Active Directory System administration (Create, Remove, Reset user accounts in Windows 2012 Server)
- Basic DHCP Configuration and Mac-address filtering
- Registering new hires on biometrics and RFID badges
- Monitoring network bandwidth MRTG utilization on sites.
- Supporting Windows 7 workstation, rollout WSUS updates and patches.
- Creating new standard image for deployment using Acronis
- Encrypting and decrypting full HDD using encryption software

Technical Support Specialist

Accent Micro Technologies Incorporated | AMTI Manila

8/F East Tower, Philippine Stock Exchange
Ortigas Center, Pasig City 1605 Philippines
February 2017 – May 2017

- Tier 2 technical support role dealing primarily with moderate to high complexity hardware/software troubleshooting issues escalated from the first-tier Help Desk support staff
- Escalate complex problems to the next (third) level of support as dictated by process and procedures
- Initiate or assist in the maintenance of procedural documentation
- Working knowledge in Windows environment Windows XP and Windows 7
- Handles Lotus Notes email account setup, configuration and troubleshooting
- Setting up, configuring and troubleshooting office productivity software (MS Office 2002 & 2010, Project, Visio)
- Provide users with appropriate configuration for network printers and troubleshooting
- Familiar with the use of remote access tools (SCCM)
- Install, configure software and apply software patches
- Able to create and build standard image using (norton ghost)
- Configuration and setup of Avaya phone using given VLANs
- Assist in unlocking of accounts for Checkpoint client issues
- Setting up Remote access (Cisco VPN client)

Desktop Support Administrator

Southeast Asia Five9 Philippines, Inc.

L/G Worldwide Corporate Center, Shaw Blvd, Mandaluyong City
October 2016 – January 2017

- Provide support services to Five 9 employees with technical problems and information technology issues Install, configure software and apply software patches including, but not limited to Microsoft products, Adobe products, VPN, mobile devices, desktop, laptop, communication devices or network services from local personnel or from employees using remote access.
- Setting up Remote access (Cisco VPN client)
- Installs, configures, and troubleshoots desktop systems and workstations, in a heterogeneous environment (Windows, Mac, and Linux).
- Collaborate with global IT personnel to troubleshoot and resolve IT issues.
- Participate in global projects and initiatives, taking the lead on Philippine based projects and problems when requested or as appropriate.
- Assist in defining procedures and guidelines for users. □Communicates highly technical information to both technical and non-technical personnel.
- Assists in testing of new hardware and software solutions for the desktop environment. May conduct training programs designed to educate an organization's computer users about basic and specialized applications.
- Responsible for timely resolution of problems or escalation on behalf of customer to appropriate technical personnel.
- Supports and maintains effective relationships with Five9 internal customers. Participates in developing documents, and implements standard operating procedures and customer service guidelines relating to remote IT support.

Technical Support Specialist

Accent Micro Technologies Incorporated | AMTI Manila

8/F East Tower, Philippine Stock Exchange

Ortigas Center, Pasig City 1605 Philippines

June 2016 – October 2016

- Tier 2 technical support role dealing primarily with moderate to high complexity hardware/software troubleshooting issues escalated from the first-tier Help Desk support staff
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- Install, configure software and apply software patches
- Able to create and build standard image using (norton ghost)

Desktop Support

IntellCash Corp.

17/F Panorama Tower, 34th Street Bonifacio Global City, Taguig City

December 2014 - April 2015

- Provide technical support, Windows desktop, email client, messaging and 3rd party banking applications.
- Take ownership of client problems in a proactive manner.
- Respond and own until resolution of hardware or software problems.
- Escalate more complex issues to relevant IT team members
- Arrange for vendor or external support when problem cannot be resolved in house.
- Ensure that all incidents are logged properly for reference purposes.
- Provide First level technical support & system account administration for the following technologies
Active Directory | MS Lync | File and Print services | MS SharePoint | MS Exchange
Desktop & Mobile devices, Operating systems
Windows 7, Windows 2012 Server, Mac OS, Android, Linux)
MS Office applications | Email Clients(MS Outlook, Webmail, Thunderbird)
3rd party Banking applications | Network Monitoring | System events | VoIP

IT Technician

Al Moammar Information Systems Co. | MIS

Head Office –Riyadh Pearl Centre, King Abdulaziz road,

Riyadh 11464, Kingdom of Saudi Arabia

Tel: +966-920000334

Project | Ministry of Information and Communication Technology | MCIT – Riyadh KSA

October 2010 – November 2014

- Handles 1st level support for desktop,laptop and notebook.
- Handles support for Microsoft Outlook 2007 & 2010.
- Handles support for Oracle (CRM/ERP)
- Handles support for IP phone, video conferencing and projector.
- Handles support for structured cabling faults, installation, termination.
- Handles support for printers, scanners and bar code printers.
- Handles support for VPN access and sign certificates.
- Handles support for Wireless access and configuration.
- Handles resolutions, suggestions and workarounds for escalated tickets

Technical Support Engineer
ePLDT, Philippines (IPCCS)

4/F Vitro IDC Bldg, Canley Rd. Cor. C5, Bagong Ilog, Pasig City Philippines
July 2008 – December 2008

- Installing and Configuring CCU agent
- Monitoring and maintaining Computer System and Networks
- Providing support, including procedural, documentation
- Assist project engineers and team leaders
- Client service request and maintenance | Site monitoring
- Prioritizing and managing several open cases (tickets/client request)
- Responsible for data archiving, back-up and restoration

Remote Desktop Engineer

ACCENTURE, Philippines

Information Professionals, Inc. - Project | Geek Squad,

25/F Cybergate Building 2, Boni Ave. Mandaluyong City Philippines
March 2007 – April 2008

- Responsible for successfully diagnosing, troubleshooting, and repairing of workstations, desktops and laptops remotely.
- Provided advance technical solutions on the remote workstations correctly and properly according to the projects standard and procedures.
- Remotely perform system maintenance and checkups that include removing of prying spywares, containing virus outbreaks, securing workstation including home network from intruders and applying fixes and patches bringing the remote workstation up to date and protected.

Technical Support Specialist

Asian Development Bank, Philippines

Transman Manpower Services Inc - Project | IBM-ADB

#6 ADB Ave. 1500 Mandaluyong City Philippines #1550
May 2006 – February 2007

- Preventive Maintenance of Desktop, Laptop, Notebook
- Preventive Maintenance of Standalone Printer, Network Printer
- Third Level Support on HW/SW, Applications, Database, Email and Printers.
- Provide Configuration and Troubleshooting for Email (Lotus Notes Ver.6)

IT Desktop Support

MSI-Digiland, Philippines

Topy II Bldg. #3 Economia St. Libis, Quezon City Philippines #1110
April 2005 - November 2005

- End-User Support on IBM, Hp and Clone Computer | Network Support
- Support on Oracle (ERP/CRM) | Printer & Scanner Support
- Structured Cabling | Security Hardening on Window's 2000/XP
- Support on Email (Lotus Notes client Ver. 5 & 6)
- Creating User Account & Policies in Active Directory
- Assist in troubleshooting PDC, ISA Server & Wireless Networ

Product Support Engineer

Phil-Data Business Systems Inc.

4/F King's Court II Bldg. 2129 Pasong Tamo Makati Philippines #1231
June 2003 – July 2004

- Post-Sales & End-User Support on Dell, Hp/Compaq (Desktop, Laptop and Notebook)Warranty Services
- Installation, Configuration & Maintenance of Dell, Hp/Compaq. (Desktop, Laptop and Notebook)
- Migration of OS, Application, Email, Network & Database's (eg. Lotus Notes, Outlook, AS-400, Intranet, Oracle ERP)

EDUCATION

1996-1998 **PHILIPPINE SCIENCE & TECHNOLOGY CENTER** - Caloocan, Philippines
Course - **Computer Technology**

1988-1992 **TORRES HIGH SCHOOL** – Manila, Philippines

1983-1988 **LUKAN-DULA ELEMENTARY SCHOOL** – Manila, Philippines

TRAINING | SEMINAR ATTENDED

2021

Microsoft Azure Security AZ-500

NTT Data Philippines
Makati City

2021

Microsoft Azure Fundamentals AZ-900

NTT Data Philippines
Makati City

2008

Windows Server 2008

SQL Server 2008 & Visual Studio 2008

Microsoft, Philippines

SMX Convention Center, SM Mall of Asia, Pasay City
Manila Philippines

2005

Power Tip's Using Office 2003

Shangrila, Makati City Philippines

2004

Administering Window's 2000 Network

Ortigas, Pasig
Meralco Foundation Institute
Manila Philippines

2001

Network Technology

Ortigas, Pasig
Meralco Foundation Institute
Manila Philippines

SKILLS

- Knowledge in Troubleshooting Dell, Hp, Compaq & IBM (Desktop, Laptop & Notebook)
- Knowledge in Installation, Configuration & Troubleshooting of Lotus Notes Client (Ver. R5/R6 Ver 8.5)
- Knowledge in Installation, Configuration & Troubleshooting of Outlook Client (2007/2010/2013 | o365)
- Knowledge in Windows 95, 98, NT/2000, XP, Vista, Windows 7, Windows 2012/2016 Server
- Knowledge in Dell (Openview) & Compaq (SmartStart) Servers
- Knowledge in LAN/ WAN (DNS, DHCP, WINS, TCP-IP)
- Knowledge in Active Directory Infrastructure, ISA Server & IIS
- Knowledge in Structured Cabling, Subnetting & Network Topologies
- Knowledge in Security Hardening on Windows 2000 | XP | Windows 7 | 8 | 10
- Knowledge in Backup Imaging software (eg. Norton Ghost, Macrium reflect, Active Disk, Acronis)
- Knowledge in Microsoft Office Suites (2010 | 2013 | 2016 | o365)
- Knowledge in Printer and Scanner Troubleshooting
- Knowledge in CCTV Systems & Troubleshooting
- Knowledge in Remote Desktop Support
- Knowledge in Avaya IP phones and Video conferencing
- Knowledge in Remedy ticketing system, Service Now and ConnectWise
- Knowledge in Network Monitoring (Nagios, Cacti, 3CX)

CERTIFICATIONS

MCP (Microsoft Certified Professional) (2007-January)

MCDST (Microsoft Certified Desktop Support Technician) (2007-January)