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### **SKILLS SUMMARY**

- Managing in-house computer software systems, servers, storage devices and network connections to ensure high availability and security of the supported business applications
  - Managing and monitoring all installed systems and infrastructure.
  - Being flexible with work availability to deliver business functionalities within a high-pressure work environment.
  - Installing, configuring, testing, and maintaining operating systems, application software and system management tools.
  - Excellent ICT skills, Ability to work as a part of a Team, be able to work autonomously with limited technical support to seek solution to complex and varying ICT problems.
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### **PROFESSIONAL EXPERIENCE**

**Regional Desktop Support Analyst**  
Averda Waste Management LLC

**October 27, 2013 till Present**

Averda has been a global provider of integrated waste management services. Aveda's extensive service portfolio helps address a broad range of environmental needs, including cleaning and collecting, recovering, and recycling, and diverting and disposing of all forms of solid and liquid waste for all industries. Aveda's numerous successful partnerships with both private and public sector organisations help preserve pedestrian, residential, commercial, and industrial areas, has seen Averda become the largest service provider of its kind. With more than 14,000 employees serving millions of people every day, Averda has an extensive network covering Saudi Arabia, the United Arab Emirates, Oman, Qatar, Morocco, Republic of Congo, South Africa, India, and the United Kingdom.

1. Provide a first point of contact for all Company related ICT issues. Manage requests and incidents through the Service Desk Application, providing a first-time fix resolution or allocating to IT Helpdesk resolver groups or partner IT teams as appropriate.
2. Deliver productive support to business users, investigating and resolving incidents and requests on a wide range of technical issues and problems. Assess, evaluate, and implement on the most appropriate solution and course of action for customers within SLA timescales
3. Resolves problems identified via Help Desk Trouble Tickets; troubleshoots and provides support to all end users as needed
4. Perform help desk functions, including responding to user requests, emails for assistance and open tickets through the Service Desk portal, providing level one & two support. Provide customer support with a positive approach that achieves maximum end-user satisfaction
5. Served as the Microsoft Windows desktop operating system resource person to quickly address complex user issues

6. Perform desktop installation, network cabling and patching, network monitoring, and troubleshooting of the network and systems residing on the network
  7. Provide scheduled and on demand training to staff pertaining to the various electronic systems used in the company. These trainings can range from a basic to advanced level, as per the business requirement
  8. Provide support to business and operations processes during afterhours and weekends
  9. Provide second and third level support related to SCCM and Software deployment via chat/email/phone
  10. Support Windows Server Systems, Network , Avaya Call Center Software and Averda ERP System.
  11. Cloud base solution support i.e. Office365 /OneDrive/SharePoint
  12. Assist with installation of server security patches.
  13. Manage the physical environment of the server racks including cable management, documentation, labelling.
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## **IT Administrator**

**December 13, 2007 to August 24, 2013**

Arabian Construction Company

ACC is a leading construction firm in the MENA region with a portfolio that includes some of the Middle East and India's most iconic and sophisticated construction masterpieces. For 50 years, ACC have shaped the skylines of major cities, set the infrastructure for large industrial facilities, and built landmark healthcare, hospitality, commercial and residential projects. ACC focus on delivering value while maintaining the highest health and safety standards. Working for ACC will give you an unparalleled opportunity to develop your skills - by working on some of the largest and most technically complex projects in the world.

1. Responsible for the maintenance and repair of routers, switches, and backup systems integral to network functionality
2. Installs, supports, and maintains PC applications in a Windows based Active Directory environment. Software includes Operating Systems, MS Office, Remote Access Technologies, System Management tools and various business unit software.
3. Create and administrator user and service accounts , AD group membership and Exchange mailboxes
4. Be responsible for providing the first line support for hardware such as: Laptops, Desktops, Smart phones, and Printers, and providing software support for products such as Microsoft Windows Operating Systems, Microsoft Office, and other proprietary software
5. Manage complete servers/storage & backup systems.
6. Ensures new users are equipped with the appropriate technical devices and support
7. Installation and/or troubleshoot equipment (Desktops, laptops, and printers)
8. Maintain server, upgrade, secure, system backups and disaster recovery preparation
9. Provide technical and troubleshooting assistance related to computer hardware and software, mobile devices, and other tech products.
10. Maintain an accurate inventory of IT assets and other technical equipment of the company.
11. Maintain Printer consumables and coordinate with the Vendor for any support
12. Maintain inventory of all equipment, software, and software licenses
13. Manage system maintenance / backups and ensure the integrity of service recovery
14. Responsible for establishing and maintaining user accounts, profiles, file sharing, access privileges and overall network and system security

Midmac Contracting Company Doha Qatar

MIDMAC's majority shareholder is the national and international investment company Qatar Investment and Projects Development Holding Company W.L.L. (QIPCO), in addition to our shareholders Specialised International Services W.L.L. (SIS) and Grand for Business Services W.L.L. As a result of expansion plans initiated by our management in 2006, we have benefited from a multi-disciplinary specialised network of subsidiary companies. Together, we have implemented a wide range of critical and highly acclaimed construction projects.

1. Providing Support to all users, upgrading Operating Systems, diagnoses system hardware, software, and operator/clients' problems.
2. Install and keep the current software for PC computers, printers, and related equipment.
3. Install and provide maintenance for applications software and hardware.
4. Installs hardware and peripheral components such as monitors, keyboards, printers, and disk drives.
5. Loads specified software packages such as operating systems, word processing, or spreadsheet programs into computer
6. Prepare computer and install required OS /applications for operational use.
7. Perform network connectivity functions such as routing user's printer ports to available network print queues, connecting print servers/printers to the network, mapping drives to network resources, etc.
8. Cabling & Termination Cat5 & Cat6.
9. Set-up Network on Site Office. Desktop and Server Hardware troubleshooting and maintenance.
10. LAN Cabling, Crimping and Punching of LAN Nodes
11. Install and provide maintenance for PC, printers, and related equipment in the company.

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**PC Support**

**June 2001 to May 2004**

FLM Computer System (Las Pinas City – Paranaque Philippines)

Duties and Responsibilities.

1. Install and keep the current software for PC computers, printers, and related equipment.
2. Guide and Support all users in any error encountered etc. Microsoft Office, upgrading Operating Systems, diagnoses system hardware, software
3. Install and provide maintenance for applications software and hardware.
4. Installs hardware and peripheral components such as monitors, keyboards, printers, and disk drives.
5. Loads specified software packages such as operating systems, word processing, or spreadsheet programs into computer, Prepare computer and install required OS /applications for operational use, Perform network connectivity functions such as routing users printer ports to available network print queues, connecting print servers/printers to the network, mapping drives to network resources, etc.
6. Cabling & Termination Cat5 & Cat6.
7. Set-up Network on Site Office. Desktop and Server Hardware troubleshooting and maintenance.
8. Loads specified software packages such as operating systems, word processing, or spreadsheet programs into computer
9. Setting up client offices with there Local Area Network, includes network cabling, Server installation and Setup, Wi-Fi, and ADSL configuration.
10. CCTV installation and configuration + remote access

**PC Support****July 1999 to May 2001**

Dallas Semiconductor Philippines (Cabuyao Industrial &amp; Science Park-Laguna)

## Duties and Responsibilities.

1. Assist User's with technical hardware and software problems.
2. Assist User's on their network requirements and implementations.
3. Assists users in the operation and maintenance of computer systems, hardware and software.
4. Assume all other reasonable professional duties and responsibilities as assigned by the NT Administrator.
5. Answers client's inquiries in person or via telephone concerning systems operational; diagnoses system hardware, software, and operator problems
6. Create, update, document, deploy, and assist the NT Administrator to manage all Company computer & printer.
7. Computer hardware support and Network support
8. Configure User's Accounts
9. Install and provide maintenance for PC computers, printers, and related equipment in the company.
10. Loads specified software packages such as operating systems, word processing, or spreadsheet programs into computer.
11. Performs PC equipment moves. Maintains an inventory of hardware and software products.
12. Support in maintaining branch network and servers.

**Data Encoder****January 1999 to June 1999**

Zilog Electronics Philippines (Sucat Paranaque Philippines)

## Duties and Responsibilities.

1. Receive, transact, & locate (a.) untested IC's from assembly subcontractors (b.) tested & untested IC's from Asian assembly/test subcontractors.
2. Prepare full work order transaction (kitting) and move parts to test floor to support daily test operations.
3. Prepare routers, labels, and other specifications for tape & reel production
4. Prepare parts for shipment and other specified destinations countries.
5. Prepares Invoice & shipment report
6. Update & monitor daily release log; report/action on every pending item
7. Coordinate with Test & Quality Engineering, Operations, planning to resolve various issues
8. Communicate to subcontractor CSR's & PLM's for various issues.
9. Conduct inventory cycle audit and compile monthly reports
10. Prepare full work order transaction.
11. Ensure accuracy of inventory by tracking/checking INCOMING & OUTGOING parts accurately.

## **EDUCATIONAL QUALIFICATION**

One-year Online Course in Cloud Architect , Simplilearn.com ( July 2021 - On going )  
Completed Bachelor of Science in Computer Science from University of Pangasinan, Dagupan City  
Philippines ( June 1992 – October 1998 )  
Completed Schooling ( Secondary Education 10years), from Malimpin National High School  
Malimpin Dasol Pangasinan, Phil ( 26, March 1992 )

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## **COMPUTER SKILLS**

- Windows Server 2003 / 2009 /2012 /2019
  - Azure / Office 365 / SharePoint / OneDrive / Exchange Server
  - Mac OS / Windows XP/7/8/10
  - IT Ticketing Software /ServiceDesk Manage Engine / Fresh service
  - Technical Support
  - System Installation, Configuration & Upgrading
  - Avaya Call Centre Application / Avaya Desktop
  - Remote Access Support
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### **To Verify Certificate:**

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## **REFERENCES**

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Relationship : former colleague