233 B Alley 1, Project 6, Quezon City, NCR, Philippines 1100

(63) 956-6033745

sajidss@hotmail.com

linkedin.com/in/sajid-silvestre

Sajid S. Silvestre

WORK EXPERIENCE

PRESENT

Freelance work

IT Consultant

- Worked as a freelance IT consultant to help small local businesses in analyzing, implementing, and evaluating IT projects to meet performance expectations.
- Assessed client needs, set up security measures, ordered and installed new components, assembled computer hardware, repaired and reimaged workstations, networked print servers, and connected to workstations.
- Installed and update operating systems and software packages to solve problems and better performance.
- Provides information and solution for IT best practices.

IT Trainer

- Assess and improve training techniques, Classroom training for professionals who seek the advancement of knowledge and develop skills through hands-on training, theoretical and practical approaches.
- Deliver courses including CompTIA A+, Network +, Security +, and Structural Cabling. Motivate students and teach the right module to be able to pass the certifying examination.
- Ensuring the correct transfer of knowledge to students.

STRider – PBSP TBDOTs

- Collect sputum at assigned health centers to RTDL or Laboratory.
- Timely delivery of results, kits, and documents.

July 2017 -July 2019
IT Manager
VIVO Mobile Tech., Inc.

- Pioneer IT Manager.
- Plan, Organize, Control, and evaluate the above-mentioned operations from ordering, inventory monitoring, sake keeping, issuance, and maintenance up to disposal.
- Keep my department updated on all current and relevant updates on ICT to be able to help the company run efficiently.
- Design and implement IT policies and procedures relevant to the above-mentioned IT operations. Ensure the company's data, network, and backup systems (software and hardware) safety and security.
- Respond to and address to troubleshooting needs of each employee by managing a team of IT support staff via recruitment, training, coaching, monitoring, and evaluating them.
- Provide regular management reports such as user count, system and hardware audit, and other relevant IT issues and concerns.
- Propose and manage an annual IT department budget for all ICT needs of the company based on the organization's current needs.
- Utilize existing resources in the implementation of a project, repairs, and purchase.
- Perform high-level troubleshooting techniques in coordination with respective service providers.
- Maintains quality service by establishing and enforcing organization standards.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.
  Performs other tasks as may be assigned from time to time.

July 2017 -July 2019
Service Center Manager
VIVO Mobile Tech., Inc.

- Pioneer Service Center Manager. Established the first VIVO Service Center.
- Proposed key areas to build Service Center Nationwide.
- Key person to decide, suggest and implement projects.
- Monitor construction progress and timelines with compliance to VIVO Head Quarters standards.
- Manage the whole operation of Service Centers to ensure high performance.
- Ensure the customer receives the best possible service and meets their satisfaction.
- Ensure that the VIVO partners (Distributor and Dealers) receive the utmost support, cascading policies on repairs and unit replacements.
- Closely Monitors employees' performance meets KPIs and constantly fine-tunes for improvements.
- Conducts Training on After Sales Policies for Product specialists and Partners.
- Handling emergency and epidemic issues. Responsible for submitting reports to Management.
- Test and replicate issues received from the end users. Perform appropriate test cases for R&D reference.

Aug 2014– April 2016
Customer Care Service Coordinator
TCT Mobile Philippines Inc. (ALCATEL)

- Monitor Accredited Service Centre's daily operation to ensure high performance.
- Ensure customers provided the best possible service and satisfaction.
- Ensure the service partners are strictly adhering to the Alcatel service policy and service process.
- Closely monitor partners' meets KPI and constantly fine-tune for improvements.
- Handling emergency and epidemic issues. Responsible for submitting reports.
- Handles Rework and other technical SW and HW issues.
- Responsible for collecting after-sales information from other brands.

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May 2012– Aug 2014
Terminal Engineer
Huawei Technologies Philippines Inc.

- Assigned as a device tester for Type Approval (TA) of Local Telecom Operators such as PLDT, Globe, SUN, and Smart.
- Testing interoperability (Inter-OP), functionality, upgrades of devices, and product customization e.g., Modem ADSL, VDSL, CPE LTE, ONU, Mobile WIFI, 3G/ 4G dongles, Mobile phones Android, Windows OS, Etc. Fixed wireless phones, Wireless repeaters, and Access points.
- Adhere to the requirements and policy of the Network Provider.
- Preparation of testing plans, timelines, and implementation
- Troubleshooting issues occurred, responsible for updating HQ through reports, packets capture, screenshots, and all other means.
- Manages and handles documentation, and provides accurate testing results used for client's reference.
- Handles rework for products provided by the company to meet clients' expectations.
- Knowledge of TR069, Connectivity testing on LTE, ATM, PTM, and IPTV.

March 2008 – May 2012

Regional Contract IT Trainer/Consultant

Wilderness Empowerment SDN BHD - Kuala Lumpur, Malaysia
3P (Prestariang System Sdn Bhd) program

- Assess and improve training techniques.
- Uphold the company's professional image and continually delight clients with service, expertise, and quality.
- Trained the students by providing theories and practical skills through laboratory exercises and gave practice tests for exam preparation.
- Regularly conducts CompTIA, and Microsoft training in ATCs in Malaysia, the Philippines, and Thailand.

March 2008 – May 2012

Regional Contract IT Trainer/Consultant

Indigo Ideas Consulting Pte Ltd – Singapore
3P (Prestariang System Sdn Bhd) program and Private Training centers

- Uphold the company's professional image and continually delight clients with service, expertise, and quality. Provides the necessary IT training and computer technical troubleshooting as required by the client.
- Ensure certifications are up-to-date and kept abreast of the essential techniques and skills. Trained to conduct classes for MICROSOFT, ad CompTIA A+ track.
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March 2007 – March 2008

Regional Contract IT Trainer/Consultant

JuniCorp Consulting Pte Ltd – Singapore
3P (Prestariang System Sdn Bhd) program

- Uphold the company's professional image and continually delight clients with service, expertise, and quality. Provides the necessary IT training and computer technical troubleshooting as required by the client.
- Ensure certifications are up-to-date and kept abreast of the essential techniques and skills. Trained to conduct classes for MICROSOFT, and CompTIA A+ track.

May 2006 – October 2006

Cell phone Technician / Computer Technician

Wellcom Cellphone Superstore

- Troubleshoot and repair Cellular phones, Updating Firmware, Flashing ROM, BGA, LCD replacement.
- Recommends unit for replacement, assigned at Head Office for Technical Support Group.

May 2003 – October 2005

Technical Consultant

AVL Country Sight Travel and Tours

- Maintenance of Network connectivity, Computer Repair, Web site optimization, and updates.
- Developing an online system for credit card transactions.

January 2004 – December 2004

Level 2 Technical Support

Vertex Contact Center- Gateway and E Machines Computers

- Received calls for Gateway Computer clients. Assist in the troubleshooting computer system and make appropriate recommendations.
- Handles escalated/Irate calls, and provides customer service satisfaction.

October 2000 – May 2002

Sales Professional

Nissan Motors Philippines-Gallery Quezon Ave.

- Introduce and promote the Nissan Vehicles product line.
- Assist customers in purchasing, insurance, and process approval for in-house or bank financing.

February 2000 – November 2000

Area Manager

Love Electronics

- Manage four branches, monitor production, cash flow, and everyday shop activities.
- Supervises technicians and work output, providing technical data, researching, advertising, and parts inventory and purchasing.

October 1999 – February 2000

Front liner

Love Electronics

- Received calls for inquiries, check and received units to be repaired, spare parts, inventory, petty cash, and account cash flow.

September 1997 – December 1997

Computer In-Charge

Asian College of Science and Technology (Alabang Branch)

- Troubleshoots computer problems.
- Maintains network using Novell and setting up ICS for Microsoft Windows 95; Windows 3.11 Workgroup networking using RG cables and BNC.
- Installation of SOHO, Hubs, and Switches.
- Assembles personal computers.
- Software installations and configuration teaching students how to use the computer.

March 1996 – September 1997

Computer Technician

Mizrach computers / PC Builders

- Troubleshoots computer problems.
- Purchasing computer components and inventory.
- Installation of SOHO; Hubs and switches.
- Assembles personal computers.
- Software installations and configuration.

Skills

- Professional driver with Philippine-Issued license restriction code 1,2,3
- Excellent interpersonal skills
- Excellent time management skills
- Conflict management skills
- Project management skills
- IT consultancy
- Proficient with Workday
- Team player

Education

1997– 1999

Bachelor of Science in Electronics and Computer Technology (BSECT)

Asian College of Science and Technology (ACSAT) Aurora Blvd, Quezon City

1995– 1997

Electronics and Computer Technology (ECT)

Asian College of Science and Technology (ACSAT) Aurora Blvd, Quezon City

Certificates

- Microsoft Certified Trainer (MCT)
- Microsoft Certified Desktop Support Technician (MSDST)
- Microsoft Certified Professional (MCP)
- Microsoft Certified Technology Specialist (MCTS) Windows Vista Configuration
- Microsoft Certified IT Professional (MCITP) Enterprise Support Technician
- CompTIA A+
- TESDA NC II Computer Hardware Servicing

Trainings and seminars

May 14, 2020,   *Department of Information and Communications Technology (DICT)*
Data Privacy Webinar

August 29-30, 2018   *First Multi-Functional Data Privacy Summit at SMX Aura Convention Center, BGC*

March 05, 2011,   *Formal Training in Web Designing includes Flash, Photoshop CS and Dreamweaver at INFORMATICS SM Marikina*

March 09, 2010   *E-Council "CEH" Certified Ethical Hacker training at Global Knowledge Philippines*

November 10, 2009   *Microsoft Windows 7 Launching "The New Efficiency"*

July 27, 2009   *Microsoft Windows Embedded POS*

April 17, 2008   *Guthrie-Jensen "Powerful Presentation Skills"*

April 10, 2008   *Launch of Windows Server 2008, SQL Server 2008 and Visual Studio 2008*

June 20, 2008   *Microsoft "Power Up! Windows 7 Load fest"* **(PHILWUG)** *Philippine Windows User Group*

January 22, 2008   *Microsoft TechFest {2008}*

August 24, 2008   *Tipidpc.com seminar Configuring Small and Medium Network*

November 15, 2007   *TechNet Session: Exploring Windows Securing, Client User Awareness*

April 17, 2008   *Powerful Presentation Skills Training (*Guthrie-Jensen Consultants, Inc.)

February 17-18, 2000   *Windows Expo 2000 Conference*

November 21, 1999   *Awareness and Readiness for the Coming Millennium Bug (Y2K)*