MICHAEL M. GUTIERREZ
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JOB OBJECTIVE

To contribute to the success of the organization through the application of my acquired skills in were my comprehensive studies and vast experiences will be applied, and also to enhance my knowledge and capabilities to the highest standard possible.

SKILLS SUMMARY

As Site Reliability Engineer I perform the following functions:

1. Set up and power up, hardware and software isolation, cabling and system administration of various IBM machines as follows:

   - IBM System POWER 7,8,9 and 10
   - HMC versions 7,8,9 and 10
   - IBM PUREAPPS
   - IBM Blade systems and Pureflex
   - IBM AS400 version 7.4 and below.
   - IBM AIX version 5,6, and 7, VIO, PowerHA.
   - IBM Storage DS4800, D4700, DS3500, DS3400, DS6000, DS5100, DS8800 etc., and Storewize V7000, V9000, IBM Mainframe 3907
   - IBM Tape Library TS3100, TS3200, TS4300
   - IBM Blade systems and Pureflex
   - All IBM xSeries/Lenovo model servers
   - IBM San Switches / Cisco switches
   - ATM Machine HYOSUNG EM24 model
   - HP Proliant model servers such as DL180 models and up

2. Knowledge in Microsoft WORD, EXCEL, PowerPoint, MS – Dos and Browsing Internet, Lotus Notes 123 and RCMS Database
3. Perform other administrative functions as needed.

WORK EXPERIENCE

Site Reliability Engineer (IBM Logo machines, xSeries, I/O machines, Power Server, High End Storage, IBM Switches, CISCO switches, Multi-Vendor Services)
IBM Solutions Delivery Incorporated
7th and 8th Floor 1800 Building Eastwood City Libis Bagumbayan Quezon City
February 2013 – Present

JOB DESCRIPTION
Field Support:
- Provides post sales product support on Aix and VIO operating systems, IBM Power servers, Storage systems, Printers, Tape Library etc
- Provides phone and onsite support problem isolation and resolution using system diagnostic, and IBM global process.
- Provides Project Implementation of new IBM Power Servers, IBM Storage, AIX, VIO, Tape libraries.
- Provide logs analysis and recommendation to client
- Perform physical and system preventive maintenance
- Perform assessment of datacenter requirements rack, cabling, etc
- Performs delivery of Enterprise Installation standards, OS patching, Storage and Server Firmware update, assist customers with information to pro-actively manage their IBM system Software/Hardware/Firmware revisions levels
- Perform recommended replacement or upgrade for hardware components
- Set UP and power up of machines
- Monitor server and equipment utilizations
- Manage systems monitoring and provide data storage allocation
- Perform proper management cabling
- Monitoring of UPS and other client equipment ex. PACU
- Reviews and manages case queues and facilitate activities toward the timely/successful closure of open cases.
- Contribute and participate technical meetings and conference calls working with appropriate support level engineer/technologies to explore action plan options.

Operation Specialist (Server Project Admin)
IBM Solutions Delivery Incorporated
7th and 8th Floor 1800 Building Eastwood City Libis Bagumbayan Quezon City
December 2011- February 2013

JOB DESCRIPTION
Support IBM Operations:
- PRIS reports / Validate/Check machines included in the PRIS cut- off reports
- Update all NOT PROCESS items in PRIS.
- Ensure that all waiver and hold codes are correct.
- Monitor the volume and aging of all pending autobill, bill, hold and waive items with or without revenue
- PM Tracking
- Consolidate PM report + PM checklist vs. PM planned for the whole year
- Consolidate all new machine installation done by IBM CE with IRR request
- Encode clocking and send monthly report
- Send performance report to management
- Consolidate and submit hardcopy of the billing invoices to accounting

Customer Service Representative for IBM Dispatch / Administrative Support
IBM Solutions Delivery Incorporated
7th and 8th Floor 1800 Building Eastwood City Libis Bagumbayan Quezon City
May 12, 2008 – November 2011

JOB DESCRIPTION
Dispatch/ Communications Specialist
- Plans, schedules, coordinate, monitor and updates the service call of our FE's
- Assists the Customer / Helpdesk in their concerns and request
- Monitors and arranges shift activities according to schedule requirements, priorities, special instructions and availability. Establishes and coordinates work schedules and shift assignments
- Serves as final resource to dispatch FE's on problems and issues related to computerized equipment and systems, complicated dispatch issues and emergency situations. Resolves problems and determines the appropriate course of action
- Receives records and services all incoming calls from FE's and customer
- Serves as primary source of information on computer assisted dispatch systems. Uses computer-aided dispatching equipment to input and retrieve data and to generate reports
- Consolidate all new machine installation done by IBM CE with IRR request
- Prepare Reports.
- Performs various clerical tasks
- Performs other task that may be assigned by Superiors from time to time

Other Jobs (As working student)

- Dining, Cashier, Pizza and Pasta Preparation
Greenwich Pizza Corporation Sto Tomas Pasig City
Greenwich Pizza Corporation Market Avenue Pasig City
March 2006 - November 2007

- Dining and Cashier
Jollibee Foods Corporation Julia Vargas E Rodriguez Pasig City
July 2005 - December 2005

- Dining, Cashier, Pizza and Pasta Preparation
Greenwich Pizza Corporation Maysilo Mandaluyong City
November 2004 - May 2005

TRAINING EXPERIENCES

IBM TSS Foundation	**IBM Philippines**
IBM AIX Virtualization	**IBM Philippines**
IBM Agile explorer	**IBM Philippines**
IBM AIX Fundamentals	**IBM Philippines**
IBM AIX Fundamentals for UNIX	**IBM Philippines**
System Administrators	
AIX Virtualization, VIO Server	**IBM Philippines**
and Management	
Power Systems for AIX - PowerVM I	
Implementing Virtualization	**IBM Philippines**
CloudPAK Foundational Services	**IBM Philippines**
FE Training FLASH Blade	**IBM Philippines**
Microsoft excel 2007	**IBM Philippines**
Lotus Notes 8.5	**IBM Philippines**
Telephone Etiquette	**IBM Philippines**
Customer Service	**IBM Philippines**
RCMS Database and Service code	**IBM Philippines**

EDUCATIONAL BACKGROUND

Bachelor of Business Administration Major in Marketing
Rizal Technological University Boni. Avenue Mandaluyong City
March 2004 - April 2008

Secondary Education
Rizal High School Main Campus Caniogan Pasig City
March 2000 - April 2004

Preparatory and Elementary Education
Bambang Elementary School Bambang Pasig City
March 1993 – April 2000

PERSONAL PROFILE

Date of Birth	:	April 02, 1987
Place of Birth	:	San Juan Metro Manila
Citizenship	:	Filipino
Religion	:	Roman Catholic
Status	:	Married
Height	:	5'7
Weight	:	170 lbs.

CHARACTER REFERENCES

- **Joven Torres**
  IBM TECHNICAL SUPPORT TOP GUN
  IBM PHILIPPINES
  +639178550390
  jstorres@ph.ibm.com

- **JunJun D. Avenilla**
  Senior UNIX Administrator
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- **Ma. Victoria O. Magkalas**
  DTI Department of Trade Industry (retired)
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I hereby certify that the above information is true and correct to the best of my knowledge and belief.

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Michael " khel " M. Gutierrez