



## **RONALD S. VIRAY**

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### **WORK EXPERIENCE**

#### ***IT Technical Support at Trimark Fashion International, Inc.***

*Address: 4<sup>th</sup> Floor LV Locsin Bldg. Ayala Ave. Makati City*

*Oct 2013 - Nov 2019 (6 years 2 months)*

#### **Responsibilities:**

- To provide first line technical support to end users on various IT issues
- Provide system and hardware specifications and recommendations of new technology solution to improve productivity
- Maintenance and monitoring database and overall performance of the Linux base Server
- Manage and monitor network firewall services security and provide client users policy.
- Manage patches and application deployment and DB maintenance on servers
- Maintenance of systems hardware and software and network infrastructure.
- Participates in technical research and development to enable continuing innovation and efficiency improving of the system.
- Resolve identify and trace common complex network and user problems.
- Take technical and application support issue resolution via phone and remote.
- Troubleshooting reported POS problems.
- Upgrade systems with new releases and models computer hardware, software and peripherals for both server and client.
- Monitor day to day operation and handle the emergency situations according to the company's procedure.
- Add new email account and workstation for effective provisioning
- Troubleshooting and monitoring CCTV and backup footage files if necessary
- Provide technical documentation reports on all IT concerned

## ***IT Technical Support at LA FITNESS INC.***

*Address: No. 1 Ayala Avenue, 1226 Makati City*

*Sep 2010 - Jun 2013 (2 years 10 months)*

### Responsibilities

- Establishes, manages, and maintains network connections used by various departments and guests in vast sub-networks connected to common gateways and servers.
- Performs printer setup and printer-to-application connections.
- Identifies, analyzes, diagnoses, and resolves hardware and software problems; escalates as necessary to ensure resolution.
- Installs, maintains, upgrades, and optimizes operating systems, software applications and application components to ensure effective and up-to-date performance.
- Installs security patches and antivirus to maintain a better performance of the computers.
- Develops, tests, implements, and enhances backup and recovery procedures.
- Monitors the performance of systems, services and the network. Notes trends and initiates action when necessary.
- Ensures data security, file safety, and secured access drives to prevent unauthorized access and theft.
- Secures user policies to provide control and access rights to departmental computers.
- Performs other duties and responsibilities that may be assigned depending on the operational requirement of the department/division.
- Upgrade systems with new releases and models computer hardware, software and peripherals for both server and client.
- Monitor day to day operation and handle the emergency situations according to the company's procedure.
- Provides support in installing, managing, and testing different network devices.
- Troubleshooting and monitoring CCTV and backup footage files if necessary
- Provide technical documentation reports on all IT concerned

## ***IT Officer at IJP International Inc.***

*Address: 16<sup>th</sup> floor Wilshire Tower Greenhill San Juan*

*Aug 2008 - Jul 2009*

### Responsibilities

- Install/setup medical equipment like CT Scan, MRI and Xray machine to our clients
- Maintenance and repairs our client equipment to make sure the machine working properly
- Providing technical and application support issue resolution via phone.
- Troubleshooting, PC repairs Laptop, Printer and LAN setup in local and wide area networking, routers and switches.
- Documentation of technical issues and send report to the our overseas machine provider
- Monitor uptime of servers, network and systems

- Escalate and drive trouble tickets to hardware vendors, partners and telco providers in order to resolve service issues
- Performs other tasks as may be assigned from me time to time

### ***IT Technical Support at Gold,s Gym Inc.***

*Address: 1st, 2nd, 3rd Flr. Glorietta 3 Ayala Center Makati City  
May 5, 2005 up to April 25 2008*

#### Responsibilities:

- Install and configure software and hardware
- Manage network servers and technology tools
- Set up accounts and workstations
- Monitor performance and maintain systems according to requirements
- Troubleshoot issues and outages
- Handle incident management for system, network or server concerns and requests
- Responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure.
- Participates in technical research and development to enable continuing innovation and efficiency improving of the system
- Provide support and handle tickets for systems
- Responsible for the maintenance and monitoring systems and overall performance of all the computer Network services and take corrective action where appropriate. including operating systems of servers and clients.
- Providing technical and application support issue resolution via phone.
- Troubleshooting, PC repairs and LAN setup in local and wide area networking, routers and switches.
- Printing daily request membership card of all club.
- Maintenance monitoring CCTV and backup footage files if necessary

Provide and maintain technical and security documentation including network diagrams for server or infrastructure and projects.

### **SKILLS AND QUALIFICATION**

Knowledgeable in repair and reformat MacOS, and Cloud Database maintenance and system security  
 Knowledgeable in Unix/Linux Operating System can create and develop Unix/Linux base Server and Firewall  
 basic HTML, CSS, LDAP Proficient in Microsoft Office application Adept in MS application such as MS  
 Word, MS Power Point, MS Excel, Photo Shop, etc...) Very good Internet Researching skill Software  
 development in Visual Fox Pro & Visual Basic, MS Access and SQL Knowledge in Networking and Active  
 Directory Hardware and Software Trouble Shooting Computer Trouble Shooting Computer Assembly and  
 Disassembly Software and Operating system Installation and maintenance CCTV Installation and maintenance

## **EDUCATIONAL BACKGROUND**

Primary:

San Isidro Elementary School

Masantol Pampanga

Secondary:

San Miguel Academy Masantol Pampanga

College:

**P.U.P**

Bachelor's/College Degree in Computer Science/Information Technology

## **OTHER PERSONAL INFORMATION**

Date Birth: January 4, 1983

Place Birth: Masantol Pampanga

Nationality: Filipino

Civil Status: Married

Height: 5'6"

Weight: 134 lbs

## **OBJECTIVES**

To pursue a career that will continually enhance my skills and interest and at the same time will provide me and opportunity to maximize my growth professionally for future advancement, as well as gain further exposure and experience.

I hereby certify the above information are true and correct as to the best of my knowledge