

Juan Rafael B. Salazar



Objectives:

To gain experience and enhance my skills professionally
As well as to give service and contribute to the growth of the company

Contact Info

Address : 41 Inocencio St., Brgy. Espeleta II, Imus City, Cavite, Philippines (4103)
Mobile No. : +63 916 221 4472
Email : rafael.salazar@live.com
LinkedIn profile : [linkedin.com/in/juan-rafael-salazar-00949a118](https://www.linkedin.com/in/juan-rafael-salazar-00949a118)

Personal Information

Age : 30 years old
Date of Birth : 25 Sept 1992
Nationality : Filipino
Gender : Male
Height : 5'6
Weight : 110 lbs.
Marital Status : Single
Religion : Catholic

Educational Background

Tertiary Education **B.S. Information Technology**
2010 – 2015 **Adamson University**
900 San Marcelino St. Ermita, Manila

Secondary Education **St. Thomas More Academy**
2006 – 2010 Molino V, Bacoor City, Cavite

Primary Education **St. Thomas More Academy**
March, 2006 Molino V, Bacoor City, Cavite

Employment History

Deskside Support: HCL Technologies Inc. (Deployed to client - Jone Lang LaSalle)
November 2020 - Present

Job Responsibilities

- IT Deskside Support Service (Level 1 & Level 2 Support) for 6 Southeast Asia countries, namely Singapore, Malaysia, Indonesia, Philippines, Thailand and Vietnam.
- Level 0 issues that are allocated / escalated by JLL Technology Support Centre.
- Executive/VIP support for JLL senior leadership team
- IMAC (installs, moves, adds & changes) for desktop/laptop for JLL users
- Incident resolution and service request fulfilment Virtual/remote Support
- Hardware break-fix support for desktops, laptops, printers and scanners
- Build and configure laptops, desktops and mobile devices both locally & remotely, including JLL applications support

- Update all the desktside related documents and maintain inside share point
- Handle all windows projects (1909 to 20H2, Office 2016 to M365, Active Directory Clean-up etc) and technology refresh of Laptops/Desktops
- Provide JLL users with advice and guidance on technical incidents and queries
- Induction and on boarding of new users to JLL, including workplace Printers user access, softphone UCaaS new user setup and user support.
- Technology training or workshop for tools and applications available on the JLL platform
- HCL will support related activities such as receiving and handling invoices from procuring new laptops, desktops, and IT peripherals.

Technical Assistant 1: Data center operations – Sun Life Asia Service Centre – Philippines
 7/F Sun Life Centre, 5th Avenue corner Rizal Drive
 Bonifacio Global City, 1634 Taguig

June 2015 – November 2019

Job Responsibilities:

- Batch process monitoring
- Backup monitoring
- Level 1 support

Projects Involved:

- Data center relocation
- Disaster recovery test
- Vietnam operations turnover to Sun Life Asia Service Centre

Intern – IC BEST LINK TELECOM. CORP.

UG8 Cityland8, No. 98 Sen. Gil Puyat Ave., Makati, Metro Manila

June 2014 – October 2014

Job Responsibilities:

- Support engineer in maintenance of PABX
- Network support to clients

Seminars Attended

Future trends in internet protocol technology

- Adamson University, 2014

Innovative Technology: PC Troubleshooting

- ACLC, Pasay City

Innovative Technology: Wired and Wireless Networking

- ACLC, Pasay City

Certifications

CCNA 200 – 301

- Issued July 2020
- ID: CSC013632422

CISCO - Introduction to Cybersecurity

- Issued 9 May 2020

Skills

- Knowledge in Microsoft office applications, object-oriented programming, Visual Basic, HTML, java script
- Logical and Physical set-up of Local Area Network (LAN)
- Cyber Best Practices
- Cybersecurity
- Network Vulnerabilities
- Privacy and Data Confidentiality
- Threat Detection
- Routing protocols: OSPF, RIP, EIGRP
- Ticketing support system: ServiceNow, HP Service Manager
- Monitoring tools: Solarwinds Orion, Netbackup, CA Workload Control Center, Autosys

Character Reference

Renex Borboran

Immediate supervisor

Email: renex.borboran@jll.com

Contact: +63 998 985 2979

Jerome Lantano

Lead - Administration Support

Email: jerome.lantano@jll.com

Contact: +63 920 965 0155

Reference



Cisco Certifications

Juan Rafael Basnillo Salazar

has successfully completed the Cisco certification exam requirements and is recognized as a

Cisco Certified Network Associate



Date Certified	July 30, 2020
Valid Through	July 30, 2023
Cisco ID No.	CSCO13632422

Chuck Robbins
Chief Executive Officer
Cisco Systems, Inc.

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