hnsaballa@gmail.com

www.linkedin.com/in/hermogenes-ii-s-6195a5239 (LinkedIn)

Mga Nangungunang Kakayahan

Project Planning

Firewalls

IP PBX

Certifications

Digium Certified Asterisk Administrator (dCAA)

Construction Occupational Safety and Health (COSH)

ISO/IEC 27032 Lead Cybersecurity Manager

WLAN Solutions Certified Technical Associate

Cisco Certified Network Associate Routing and Switching (CCNA)

Hermogenes II Saballa

IT Operations Head at Gothong Southern Freight, Inc.
Cebu, Central Visayas, Philippines

Buod

As an IT infrastructure and Support Head, I bring a wealth of experience and expertise in managing complex IT systems and providing exceptional customer support to end-users. I have a proven track record of leading teams of IT professionals and ensuring that the IT infrastructure is reliable, secure, and meets the needs of the organization.

Some of the key highlights of my personality and work experience as an IT infrastructure and Support Head include:

Strategic planning: I have a keen ability to develop and execute strategic plans for IT infrastructure and support that align with the overall goals and objectives of the organization. This involves analyzing business needs, evaluating technical requirements, and developing plans that maximize efficiency and minimize risk.

Technical expertise: I have a deep understanding of IT infrastructure and support technologies, including network design and implementation, server and storage systems, virtualization, and cloud computing. I stay up-to-date with the latest industry trends and best practices to ensure that the organization is leveraging the most effective and efficient technologies.

Customer focus: I prioritize customer satisfaction and strive to provide exceptional customer support to end-users. This involves developing strong relationships with stakeholders, providing training and education on IT systems and protocols, and responding quickly to customer inquiries and issues.

Team leadership: I am an effective leader and manager, able to motivate and guide teams of IT professionals to achieve their goals and objectives. I provide mentorship and guidance to team members, promote collaboration and teamwork, and foster a positive and supportive work environment.

Communication skills: I have good communication skills, able to convey technical information to non-technical stakeholders in a clear and concise manner. I am also able to listen actively to feedback and input from team members and stakeholders and adjust plans and strategies accordingly.

Overall, my personality and work experience as an IT infrastructure and Support Head enables me to make a significant impact on the success of an organization. By combining technical expertise, strategic planning, customer focus, team leadership, and communication skills, I am able to develop and manage IT infrastructure and support solutions that meet the needs of the organization and drive business growth.

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Karanasan

GOTHONG SOUTHERN FREIGHT, INC.
IT Operations Head
Marso 2021 - Present (3 taon)
Cebu, Central Visayas, Philippines

Leading and managing a team of IT professionals responsible for maintaining the organization's IT infrastructure, including hardware, software, networking, and security systems.

Developing and implementing IT policies, procedures, and standards to ensure the reliability, security, and efficiency of the organization's IT infrastructure.

Planning and managing the IT budget, ensuring that resources are allocated effectively to support the organization's strategic goals.

Collaborating with other departments and stakeholders to identify and prioritize IT needs and opportunities for improvement.

Ensuring that the organization's IT systems comply with relevant regulations, standards, and best practices.

Managing vendor relationships and overseeing the procurement and deployment of IT systems and services.

Developing and implementing disaster recovery and business continuity plans to minimize the impact of IT disruptions.

Ensuring that the IT support team provides timely and effective support to end-users, resolving technical issues, and providing training and guidance as needed.

7Core Communications, Inc.
Technical Engineer I
Hulyo 2011 - Marso 2021 (9 taon 9 buwan)
Cebu, Central Visayas, Philippines

Designing and implementing computer networks: This involves working with other members of the technical team to design and implement computer networks that meet the requirements of the organization.

Installing and configuring network equipment: This involves installing and configuring network equipment such as routers, switches, firewalls, and other network devices.

Monitoring network performance: Technical Network Engineer I should continuously monitor network performance to identify and resolve any issues before they cause problems.

Troubleshooting network problems: In the event of a network outage or other problem, Technical Network Engineer I will be responsible for troubleshooting the issue and working to restore network connectivity.

Ensuring network security: Technical Network Engineer I must also ensure that the network is secure, including implementing firewalls, intrusion detection systems, and other security measures.

Performing network maintenance: This includes updating firmware, replacing defective equipment, and conducting routine maintenance tasks.

Documenting network configuration and changes: Technical Network Engineer I must maintain accurate documentation of network configurations and changes to ensure that the network can be properly managed and maintained.

Providing technical support: Technical Network Engineer I may also be responsible for providing technical support to end-users who experience network problems or need assistance with network-related issues.

Lexmark
System Test Microsoft/Macintosh - Technical Staff
Setyembre 2006 - Setyembre 2009 (3 taon 1 buwan)
Cebu, Central Visayas, Philippines

Test Planning: Developing test plans and test cases based on software requirements and specifications.

Test Design: Designing and implementing automated and manual test cases, and developing testing frameworks and tools to support the testing process.

Test Execution: Running tests and documenting test results, including defects and failures.

Test Analysis: Analyzing test results to identify defects and failures, and working with the development team to resolve any issues.

Test Automation: Developing and executing automated test scripts to improve test efficiency and reduce manual effort.

Test Reporting: Preparing and presenting test reports to stakeholders, including management, development teams, and customers.

Continuous Improvement: Continuously improving the testing process and testing methodologies to ensure that software products are delivered with high quality.

Collaboration: Collaborating with cross-functional teams including developers, product managers, and quality assurance teams to ensure the software is delivered on time, with high quality and meets the customer requirements.

Edukasyon

University of San Jose-Recoletos
Bachelor's degree, Computer Engineering · (Hunyo 1999 - Marso 2006)

University of Cebu

High School Diploma · (Mayo 1995 - Abril 1999)