

BRYAN JOSEPH B. LUGTU

16/17 Technology Park RAK Free Trade Zone Ras Al Khaimah, United Arab Emirates

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IT Support with 7 Years of Experience - Hardware, Software, and Network providing comprehensive user support across hardware, software, and network environments. Proven ability to troubleshoot complex technical issues, resolve user inquiries efficiently, and deliver exceptional customer service. Adept at collaborating with diverse teams and stakeholders to ensure smooth operation and optimal technology utilization. Seeking an IT Support Technician position to leverage my technical expertise and passion for problem solving, contributing to a team-oriented environment.

WORK EXPERIENCE

I.T. Support

February 13, 2023- Present

U-PAK Industries LLC

16/17 Technology Park RAK Free Trade Zone Ras Al Khaimah, United Arab Emirates

- Establishes system by planning and executing the selection, installation, configuration, and testing of PC and server hardware, software, LAN and WAN networks, and operating system management system; Assisting in defining system and operational policies and procedures. Troubleshoot technological issues and solve problems quickly to ensure our business operations run smoothly.
- Install all new technology for the company, including computer operating system, software programs and applications, new desktops and other computer hardware.
- Perform regular maintenance for our phone systems, computer systems, computers, printers, network systems, and any other technical equipment.
- Administer new user accounts, work email addresses, and access level to new employees to ensure they have everything they need efficiently.
- Ensure our computer are backed up so all files are saved in case the system crashes. Run security checks on all of our system.
- Maintains system performance by performing system monitoring and analysis, and performance tuning; troubleshooting system hardware, software, networks and operating system management; designing and running system load/stress testing; escalating application problems to vendor.
- Secures system by developing system access, monitoring, control, and evaluation; establishing and testing as per disaster recovery policies and procedures; completing back-ups; maintaining documentation.
- Upgrades system by conferring with vendors and services; evaluating, and installing enhancements and new software.
- Meet financial requirements by submitting information for budgets; monitoring expenses.
- Protects organization's value by keeping information confidential.
- Perform daily system administrator task. (Domain control, Storage Management, firewall).
- Perform daily desktop support, user support task. (User support on hardware and software).
- Assist and support Microsoft Dynamic 365 partner.
- Replace it parts when required. Setting up new user accounts and profiles.

I.T. Staff

June 9, 2022 - November 9, 2022

SUMINAC Philippines Inc.,**First Cavite Industrial Estate, Barangay Langkaan, Dasmariñas, Cavite, Philippines**

- Provide Network cabling Layout (include router) & Implement accordingly
- Provide computer specification based on job requirements
- Provide Investment Plan
- Design Facility Maintenance
- Support IT Committee Job
- Facilitate Work from Home Setup
- Improvement of Data Management & Processing (Macro, RPA) to speed up work
- Coordination and Solve Technical Issues related to Agile, Bonasoft, EDM, GFI2, NX, Creo and other applications
- Coordination and Solve Technical Issues related to Internet, Network, VPN, Bit locker, PC setup, PC hardware & software
- Setup and configure new PC
- Resetup of PC account
- Reassignment of PC (change account)
- Monitoring all PC Performance and recommend needed action
- Make plan for replacement of PC & New PC issuance (additional)

I.T. Associate

August 1, 2016 - December 26, 2021

BEMAC Electric Transportation Philippines Inc.,**Lot 8 Block 14, 9th Street Golden Mile Business Park Brgy. Maduya, Carmona, Cavite**

- Install, upgrade, troubleshoot and repair desktop computers and peripherals in a networked environment.
- Troubleshoot any hardware/software issues in an efficient and timely manner.
- Good understanding and technical knowledge of current network and PC operating systems, hardware, protocols, and standards.
- Experience with routers, switches, TCP/IP, networking.
- Experience in troubleshooting Multi-Function and Single Function Laser Printer.
- Knowledge and experience supporting Windows Operating Systems and Microsoft Office applications.
- Recommending software and hardware if needed for the operation of the company.
- Advance knowledge of computer hardware.
- Manage, support, troubleshoot and repair of all hardware (computers, printers, monitors etc.) and software.
- Consults with vendors regarding all hardware (computers, printers, monitors etc.), software support issues.
- Manage and responsible for the security installation, configuration, and troubleshooting of all hardware and software (Anti-Virus).
- Develop and maintaining documentation of all hardware, systems and software licensing.
- Provide support for all computers, printers, scanners and other peripherals as required.
- Responsible for installing miscellaneous software as required.
- Responsible for setup, backup and maintenance of email using POP3.
- Responsible for retrieving and backup of daily time record for HRIS.
- Responsible for database backup of QNE server.
- Responsible for installation, monitoring management and license renewal of Anti-Virus security using Trend Micro.

Administrative/I.T. Staff
Eignretep Sdn. Bhd.
Shah Alam, Selangor Darul Ehsan, Malaysia

August 6, 2014 – August 5, 2015

- Sever maintenance and network troubleshooting. (VMware, Windows Server)
- Update the existing antivirus if expire, install antivirus for new computer.
- Manage email in Microsoft Office 365
- Manage and maintained software license.
- Manage the hardware and software inventory.
- Recommended computer products and applications to improve productivity.
- Data encoding/entry.
- Install, troubleshoot, and support software and hardware of all kinds, as well as other network-associated peripherals necessary to support business clients.
- Troubleshoot and repair faulty networks and wiring, including computers, wired networks, wireless networks, and consumer electronics devices, with strict attention to detail, and ensuring all deadlines are met.
- Installed and troubleshoot Windows operating systems.
- Maintained hardware performance, network connectivity, and software updates.
- Completed troubleshooting and repair when computers had problems.
- Assisted office staff with computer hardware, peripherals and network related problems.
- Anti-Virus management using Kaspersky

Unida Christian Colleges
Imus, Cavite, Philippines
Computer Maintenance and Technician (O.J.T)

November 2008 – March 2009

- Computer and hardware support.
- Basic network troubleshooting.

TECHNICAL SKILLS

- Computer Repair and Maintenance all hardware (computers, printers, monitors etc.)
- Network and server maintenance (Vmware, Windows Server, Fortigate Firewall).
- Anti – Virus Maintenance (Kaspersky and Trend Micro Anti - Virus).
- Email management (Microsoft Office 365, Outlook and POP3/SMTP).
- Windows Operating Systems and Microsoft Office applications.
- Software support (HRIS, QnE, ZKTeco Attendance System and Microsoft Dynamic 365).

EDUCATIONAL ATTAINMENT

College

Bachelor of Technology in Information Technology
Technological University of the Philippines-Taguig Campus
May 2010 – June 2012

Computer Engineering and Technology
Technological University of the Philippines at Cavite
June 2005 – March 2009

TRAINING

❖ **Business Process Associate**
Data Encoder/Data Entry
American Data Exchange (AMDATEX)
November 2012 – December 2012

❖ **Technical Vocational Educational Training**
NC4 Computer Programming
Asian Institute of Science and Technology
January 2010-April 2010