

Leo B. Castillo

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SUMMARY OF QUALIFICATIONS

- Excellent knowledge and experience in Windows (10, 8 and 7)
- Excellent knowledge and experience in Audio, Visual and CCTV server/IP Cam configuration support.
- Knowledge in configuration of Windows Servers (2012, 2016), Active Directory, Group Policies, Domain Controllers and Print Servers
- Moderate knowledge in MS Exchange or Office 365 Exchange Email Servers
- Moderate knowledge and experience in Anti-malware solutions.
- Excellent knowledge and experience in antivirus and backup solution experienced
- Understanding of networking concepts such as DNS, DHCP, Email, HTTP, SSL, OSI Model, and TCP/IP protocols and application. Excellent knowledge in MS Office (Office 365, 2016, 2013) Outlook and Excel
- Knows MS Excel, PowerPoint, Word, email, internet, Basic Auto Cad
- Highly motivated self-starter who takes initiative with minimal supervision
- Excellent in written and oral English communication skills
- **DPS Security System Technician card holder SIRA (license # 235578)**

PROFESSIONAL EXPERIENCE

IT Technical Support Technician

2023 – Present

First Middle East Distribution DMCC
Dubai, United Arab Emirates

- Serving as the first point of contact for IT support within the organization
- Installing, configuring and maintaining software and hardware components of computer and network systems
- Resolve backup issues and perform restore testing. Install software, patches and updates on desktops, laptops and servers. Remote Servers and Monitoring Servers to troubleshoot.
- Trouble ticket generation and response; carrier interface and escalations. Device health monitoring (interface errors, CPU/memory utilization, etc.) Install, update and configure.
- Diagnosing and troubleshooting software and hardware issues
- Repairing and replacing damaged computer and network components.
- Configuration management, daily and monthly backup of configuration files of network devices.
- Supporting people whenever they encounter challenges with computers and network devices
- Maintaining and updating technical documentation regularly
- Testing new hardware and software before full-scale installation

IT Support Technician

2021 – 2022

Power lease Vehicles and Rental LLC
Dubai, United Arab Emirates

- Installing and configuring computer hardware, software, systems, networks, printers, and scanners
- Monitoring and maintaining computer systems and networks
- Responding in a timely manner to service issues and requests
- Providing technical support across the company (this may be in person or over the phone)
- Setting up accounts for new users.
- Physically setting up of new computers and software application installation.
- Configuration management, daily and monthly backup of configuration files of network devices.
- Repairing and replacing equipment as necessary
- Maintaining and troubleshoot all IT related devices.
- Conduct survey for data and voice cabling, CCTV, Time Attendance, Access Control, Installation, support include site visits, analyze the requirement.
- Maintain records/logs of repairs and fixes and maintenance schedule.
- Identify computer or network equipment shortages and place orders
- Provide orientation and guidance to users on how to operate new software and computer equipment.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults

Technical Help Desk Support/Security System Technician

2015 – 2021

Milestone International Trading
Dubai, United Arab Emirates

- Proficient in handling escalated calls and providing 1st Level Technical Support to end-users
- Working within the IT Team ensure stable and reliable ISP network services.
- Resolve backup issues and perform restore testing. Install software, patches and updates on desktops, laptops and servers. Remote Servers and Monitoring Servers to troubleshoot.
- Trouble ticket generation and response; carrier interface and escalations. Device health monitoring (interface errors, CPU/memory utilization, etc.) Install, update and configure.
- Install and/or upgrade Microsoft Operating Systems. Troubleshoot network, software, and printing problems.
- Physically setting up of new computers and software application installation.
- Configuration management, daily and monthly backup of configuration files of network devices.
- Response onsite calls for any IT related issue that can't be done remotely.
- Assigned as in-house IT support on existing clients.
- Maintaining and troubleshoot all IT related devices.
- Installation & Configuration of Network printers & Scanner and its basic level of troubleshooting.

- Conduct survey for data and voice cabling, CCTV, Time Attendance, Access Control, Installation, support include site visits to the client site, analyze the requirement.
- Responsible and conducting preventive and predictive maintenance (AMC) on CCTV, Access Control, Time attendance and UPS.
- Responsible on making companies BOQ (Bill of Material).
- Coordinate and Supervise technician and subcontractor in projects.
- Responsible for project timeline, daily reports and progress.
- Knowledgeable in structure cabling and tracing include structure cabling task, cable pulling, termination, cable management, patching and punching patch panels and labeling for both UTP and fiber optics.
- Installation, and manage of the PDU rack for Switches, Servers, Routers, DVR, NVR, and Access door Controller etc...
- Conduct project documentation, Drawing and End user training.
- Responsible of clients complain and diagnose on all technical problems.
- Making project planning and project proposal as per client's requirement
- Report to the project manager of site progress and problems being encountered for assistance, guidance and resolving the issues.
- Attend site meetings from time to time and liaise with other trades for details of works and coordination of requirements amongst various parties.

Project Engineer

2014– 2015

Cylix Technologies Inc.
Manila, Philippines

Duties and Responsibilities:

- Meeting with the manpower.
- Instruct the scope of work for the day.
- Go for site walk throughout all the buildings.
- Checking other concerns that is halting installation of CCTV's.
- Approving and signing work permits.
- Reporting the developments to the Manager.
- Attending meetings for further developments of the site.
- Preparing progress report.

Field Service Engineer

2012– 2014

Veracity Synergy Solutions Inc.
Manila, Philippines

Duties and Responsibilities:

- Conducts technical site surveys prior to installation of telecommunication equipment.
- Documentation of technical site survey reports and as-built plans.
- Perform responsibilities of preparing acceptance plans, installation procedures and engineering drawings
- Installation, Configuration, Integration and testing of Huawei equipment like NE40E-8 and NE40E-X2 use for optical transport network and data communication network in compliance with method of procedure and engineering work plan

- Laying out of power cables,E1 cables, subscribers cable, Optical fiber cable to cable rack all the way down to its spoolers to Main Distribution Frame and Optical Distribution Frame
- Port augmentation of existing Multi Service Access Network for port expansion for voice and data communications.
- Coordinates with clients and project managers regarding status of the project
- QA/QC of commissioned sites before acceptance test or turnover
- Decommissioning of telecom equipment for change out.
- Operates equipment's like optical power meter, optical variable attenuator, multi meter, power meter, BER tester, SDH analyzer.

PROJECT HANDLED:

Globe Telecom MSAN Project

Smart Telecom CEN Optical Transport Network Project.

EDUCATION

Tertiary

Adamson University

900 San Marcelino Street, Ermita, Manila

Mapua Institute of Technology

Intramuros, Manila

REFERENCES

- Available Upon Request