Tadifa, Napoleon Obias

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❖ WORK EXPERIENCE:

RAPTOR POS
(HRS Marketing Pte Ltd) Singapore

Technical Support Manager   **Sep'15 – Present**

Responsible for maintaining F&B POS projects in Changi Airport and Jewel Mall is on full operation and running up to CAG standard 24/7. Collaborate and communicate with various teams to ensure a smooth operation.

- ❖ Lead a team of engineers that provide 24x7 support for all F&B system in CAG/JCAD.
- ❖ Plan and performs impact assessments of various environment changes such application configurations and upgrades.
- ❖ Co-ordinate meetings with CAG to highlight outstanding issues, report problems and progress, perform problem resolution, etc.
- ❖ Delegate technical responsibilities and monitor progress of projects.
- ❖ Ensure that the systems performances are under required SLA. Undertake full responsibility for the quality of work produced. This includes ensuring that there is consistency and uniformity in the work produced by the team and the sub-vendors.

WINCOR-NIXDORF
(World Of Information Technology) Singapore

Subject Matter Expert   **Dec'12 - Sep'15**

Act as a Level 2 support to engineers and prepare presentation and procedure on Retail POS. Work with HW/SW HQ support to resolve bugs/issues and responsible for testing and deployment of fixes, updates and software patches.

- ❖ Act as a key-person for POS transition of GM (Retail POS) and DFS POS for Changi Airport on 2012.
- ❖ Responsible for carrying out technical support work and daily operation tasks.
- ❖ Perform regular tasks including server admin, data backup.
- ❖ Identifying areas where technical solutions would improve customer experience.
- ❖ Overseeing the development, testing and implementation of change requests.

❖ PERSONAL SUMMARY:

Overall 15+ years of IT experience.

Experience in leading and managing a team of talented professionals to deliver exceptional client service.

Excellent ability to analyze subject matter, training needs and training product matter.

Hardworking individual who is always eager to learn not only to seek personal advancement and to contribute knowledge and skills to an organization.

❖ EDUCATION:

University of Makati 2001-2005
(J.P. Rizal Extension, Makati 1215 Metro Manila, Philippines)

Bachelor of Science in Computer Science Major in Object Oriented Programming

Special Award Received

Certificate of Appreciation for being an Author/Developer of Interactive Modern Periodic Table finalist of the Best Educational Software 2005 (Created in Visual Basic 6.0, Macromedia Flash and Microsoft Access).

❖ SKILLS:

SQL2014, MSSQL, Networking, Active Directory, Windows, Macintosh, Linux, Zabbix, VMWare, VB, Flash, Phyton, MSOffice, Adobe Photoshop, Video Editing, Technical Support, Project Management, User Training, Mentoring, Application/Infrastructure integration, provisioning, testing, maintenance, optimization and performance tuning.

❖ Personal SKILLS:

Focused, Attention to details, Goals oriented, Positive Thinker, Excellent problem-solving skills, Capacity to work well within a team, knowledge in how operating systems and software works.

❖ Personal DETAILS:

Language: English, Filipino
Civil Status: Married
Race: Filipino

❖ Contact References:

How Lee Kiau – *CIT Senior Manager (Changi Airport Group)*
Letha Amil – *Accounts Manager (Harilela Hospitality Pte ltd)*
Karen Neo – *Accounts Manager (SSP Group)*

WINCOR-NIXDORF
(World Of Information Technology) Singapore
Support Team Lead   Apr'11 - Dec'12

In-charge for the duty shift schedule and provides high standard of service to clients by managing team's workload and professionalism.

- ❖ Receive issues from the Call desk HQ and assign accordingly to team members.
- ❖ Provide technical and extensive knowledge on POS, computers and handling customer's concern.
- ❖ Take full responsibilities on airport issues when our team is on duty.
- ❖ Assign and escalate calls to junior Engineers base on their strength and weaknesses.
- ❖ Handle customer complain and resolved issue beyond the knowledge of my team members.

WINCOR-NIXDORF
(World Of Information Technology) Singapore
Field Support Engineer   Aug'09 - Apr'11

First level support and do onsite troubleshooting of POS and Computer issues raise by tenants in Airport. Interface and communicate effectively with customers at all levels especially within SLA's.

- ❖ Installation and troubleshooting hardware and software.
- ❖ Backup and recovery of in-house applications.
- ❖ Patching of sales and reports.
- ❖ Trace software issues and bugs on site.
- ❖ Report errors and problems immediately to team leader if cannot resolved onsite.

PUREGOLD PRICE CLUB INC.
(Puregold Kalentong Branch, Philippines)
Technical Support / MIS   Sep'07 - Jun'09

In-house store IT officer, maintains the smooth operation of the store every day. Ensure the security of store data, polling of sales to HQ, server and network maintenance, system administration and on-site support to all IT-related issues for store production and backend office.

- ❖ Conduct education and training on use of in-house software for all Office Staff Personnel.
- ❖ Provides technical and system support in MMS (AS400)
- ❖ System Administration, Networking Administration and Monitoring
- ❖ Responsible in Back-up and Recovery of POS database
- ❖ Maintenance of server room and LAN environment – i.e. cabling, labeling, standards.

e-PLDT Ventus Inc. Philippines
Technical Support   Mar'07 - Jun'07

- ❖ Trained to provide information regarding the Wi-Fi structure, process and benefits.
- ❖ Reviews and coordinates the preparation of reports regarding the client's concern.
- ❖ Analyze the data in wireless link through the client antenna to the base station
- ❖ Provides technical assistance about internet connection
- ❖ Prepare reports regarding the specific concern internet issues by the client.

Globaltek Philippines Inc.
IT Specialists   Sep'06 - Feb'07

- ❖ Regular maintenance of all PCs in the company act as IT Consultant.
- ❖ Provide support to the enterprise desktop that includes hardware and software, evaluation, installation and deployment.
- ❖ Preparation of presentation materials to clients including presentation equipment set up
- ❖ Responsible for product outsourcing
- ❖ Assign to prepare special studies and reports
- ❖ Troubleshoot and resolve all server, network and PC problem.
- ❖ Review systems regularly to improve and streamline work process.

SPI Technologies Philippines
Indexer / Data Analysts   Jul'05 - May'06

- ❖ Having good knowledge of the subject matter of the document
- ❖ Provide a high level of attention to detail as well as being adaptable in order to meet tight deadlines
- ❖ Provide and devising suitable terms to express the concepts of the data they contain
- ❖ Trained in information retrieval and anticipate the needs of the reader while adopting the author's language.