

VALGIL ABALOS TOME

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SKILLS SUMMARY

- 13 years of experience as IT Engineer (Desktop Support) across aviation and construction company providing 1st and 2nd line technical support.
 - Core competencies include Desktop Support, LAN / WAN Network troubleshooting skills. Managing, maintaining MS Active Directory and other services and features of Windows Servers.
 - Successfully completed ITIL Foundation, CCNP, CCNA, MCTIP, AutoCAD training courses.
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PROFESSIONAL EXPERIENCE

IT ASSISTANT ENGINEER

September 2021 till Date

e& enterprise IoT & AI, DUBAI, UAE

1. Provide Service Support on a 24/7 basis for all IT Services (Network, Data Center, Telephony, Application, hardware, and software etc.) to all internal and external stakeholders.
 2. Provide L1 Network support end users / stakeholders for switchport issues and configurations on (CISCO, Juniper, Microsense FTTO) wired and wireless network infrastructures.
 3. Identifies, registers, categorizes and manages the incidents.
 4. Manage the SOC Alerts and quickly identify incidents and take appropriate action to respond to and mitigate the threat then escalate to L3 if necessary.
 5. Provide end user Support using remote desktop tools using (Bomgar and SCCM) and training users whenever they find difficulties.
 6. Manage the Active Directory / Users using AD Mange Engine and AD Audit for auditing and investigation purpose of account activity. To troubleshoot and configure the company's MDM – Mobile Device Management (MS Intune) and MFA (OKTA Verify) Solutions on user's devices.
 7. Provide a resolution that ensures smooth IT Service and increasing the rate of First-Time-Fix.
 8. Manage the feedback and customer satisfaction process for all the customers of IT including handling of complaints. Provide management with KPI based reports for all services and resources.
 9. Escalate and coordinate all the activities and process related to 1 st line support between all IT technical teams, contractors, and stakeholders.
 10. Execute Major Incident activities and escalate to 2nd line of support whenever required.
 11. Carry out Incident Management activities according to the process & procedures and escalate to second and third line of support whenever needed.
 12. Escalate the Events triggered by the monitoring system to L2 or L3 team.
 13. Manage the Call management and Request Fulfillment processes.
 14. Manage SLA's and OLA's KPI and take responsibility for escalation to ensure it achieves the KPI's target.
 15. Responsible for improving the (FTF) first-time-fix and the speed of incident resolution and request fulfillment. Maintain the Net Promoter score to achieve the target.
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IT ASSISTANT ENGINEER**June 2014 to August 2021****DUBAI AIRPORTS, DUBAI, UAE**

1. Providing 1st line technical support, identifying user issues, diagnosing problems, and delivering workable solutions to customers via telephone, emails, and remote sessions.
2. Records all incidents and requests in call tracking software (SERVICE NOW and SERVICELINE ITSM System) after obtaining all information from the end user.
3. Remotely support DA users via remote control/assistance products and desktop management system using (Microsoft SCCM/ NEXTHINK, BOOMGAR). All level 1 support for all Airport System issues including (Quintiq SG/RP, ODMP, FIPS, VisionAir)
4. Monitors all IT infrastructure and reactively response to any alarms received by our monitoring system (Splunk, NNMI, OMI).
5. Providing support for Switch Port troubleshooting and configuration for L1 access layer (Cisco/Juniper/FTTO-Microsens), Wireless issues (Cisco Prime and Aruba -Airwave)
6. To troubleshoot and configure the company's MDM – Mobile Device Management (MS Intune) and MFA (OKTA Verify) Solutions on user's devices.
7. Updating Active Directory / Users using AD Mangle Engine and AD Audit for auditing and investigation purpose of account activity
8. Carry out Incident Management activities according to the process & procedures and escalate to second and third of support whenever needed. Escalate critical issues/pending issues to higher levels.
9. Implement the BT Operation Customer Care rules and regulations, surveying on customer satisfaction using help desk tools. Escalate to partners that can be either internal resources such as security, network, application, and so on, or external resources or vendors that BT Operation needs to engage to restore customer productivity.

IT SPECIALIST / TECHNICAL SUPPORT ENGINEER**June 2009 to June 2014****CITISCAPE LLC, ABU DHABI, UAE**

1. To provide 1st line technical support, answering support queries via phone and email.
2. To support users remotely. Analyze problems, develop creative solutions and assess risks/benefits.
3. To maintain a high degree of customer service for all support queries and adhere to all service management principles.
4. To take ownership of user problems and be pro-active when dealing with user issues.
5. Respond to inquiries from clients and help them resolve any hardware or software problems.
6. Maintain a log of any software or hardware problems detected, updating the current IT assets inventory.
7. Support users in the use of computer equipment by providing necessary training and advice, to escalate more complex calls to the relevant IT Support member.
8. To notify relevant staff to arrange for external technical support where problems cannot be resolved in-house.
9. Carry out daily client systems checks, reporting to System Administrator where necessary.
10. Update client configuration files and perform daily system data backup.
11. To manage Active directory concepts like IP address assigning, DHCP scopes and Create Network Shares, Assigning File System Permissions, performed user account creation, deletion, and configuration.
12. Maintaining Microsoft Exchange 2010 and MS Forefront TMG "Content and Web Filtering"

13. Install and configure computer systems and peripheral products including Network Printer, Plotters, and Scanners and also working with a wireless network environment.
14. Maintaining CISCO Telephone System, Routers, Switches and Access Points
15. Carry out in-house system testing, occasional after working hours, and weekend support.

AUTOCAD DRAFTSMAN / GRAPHIC DESIGNER
CITISCAPE LLC, ABU DHABI, UAE

December 2007 to June 2009

1. Prepare drafts and drawings according to the client requirements and submit them to the concerned authority for review and finalization.
2. Prepare and issue preliminary & revised drawings as needed from project site.
3. Analyze drawings from the architecture into the scope of contracting work.
4. Support Design Manager and Project Team members through a variety of tasks including proposal drawings, red marks, sketches, as-built drawings etc.
5. Use Computer Assisted design / drafting (AutoCAD, Adobe Photoshop etc.) software and equipment to develop drawings.
6. Create and revise drafts / drawings (detailed shop drawings, as-built drawings, assembly drawings etc.)
7. Utilize knowledge of various machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings.
8. Draft detailed multi-view drawings of machine and products; create DXF files with layers for enabling data interoperability between AutoCAD and other operations.
9. Draw finished designs from sketches; ensure that as-built drawings accurately reflect the existing construction on project site; keep directory or drawings documented and up to date. Communicate and liaise with the concerned Project Team members and / or consultant / client representatives regarding new and revised drawings.
10. Conduct meetings with consultant / client in relation to project design / drawings.
11. Perform any other duties as are within the scope, spirit and purpose of the job, the title of the post and it's grading as assigned by the superior(s).

OPERATION AND CONTROL GENERALIST / CREDIT REVIEWER
FTC LEASING AND FINANCE CORP., CABANATUAN CITY, PHILIPPINES

August 2007 to September 2007

1. Receiving all the documents coming from the company branch for assessment.
2. Responsible for review of the loan processing requirement and loan document requirements.
3. Analyzing large and or complex credits.
4. Spreading and analyzing financial statements, tax returns, trends and financial ratios for individuals, guarantors, and co-borrowers to determine repayment capacity based on cash flow.
5. Assist the Credit Review Manager with the distribution of incoming work.
6. Prepares all the daily, weekly, and monthly reports.

EDUCATIONAL QUALIFICATIONS

Bachelor's Degree

- **Bachelor of Science in Information Technology** (June 2003 to April 2007)
NUEVA ECIJA UNIVERSITY OF SCIENCE AND TECHNOLOGY, Cabanatuan City, Philippines

Vocational Courses

- **Advance Auto-CAD, Computer Aided Drafting** (April 2007 to June 2007)
PROVINCIAL MANPOWER TRAINING CENTER (PMTTC), Cabanatuan City, Philippines
- **Basic Auto-CAD, Computer Aided Drafting** (November 2006 to March 2007)
PROVINCIAL MANPOWER TRAINING CENTER (PMTTC), Cabanatuan City, Philippines
- **CCNA – Cisco Certified Network Associate** (April 2010 to June 2010)
SYSCOM COLLEGE, Abu Dhabi, United Arab Emirates
 - Introduction to Networking Technologies
 - Interconnecting Cisco Networking Devices
- **MCITP – Microsoft Certified IT Professional** (July 2010 - December 2010)
SYSCOM COLLEGE, Abu Dhabi, United Arab Emirates
 - Windows Server 2008, Server Administration
 - Windows Server 2008 Active Directory Configuration
 - Windows Server 2008 Network Infrastructure Configuration
- **CCNP – Cisco Certified Network Professional** (February 2023 – June 2023)
IP Rulers, Dubai, United Arab Emirates
 - Implementing and Operating Cisco Enterprise Network Core Technologies (ENCOR)
 - Implementing Cisco Enterprise Advanced Routing and Services (ENARSI)

PROFESSIONAL LICENCE CERTIFICATE

ITIL Foundation V3 – Certificate in IT Service Management

Candidate Number: **9980008590564645**

Certificate Number: **GR750332418VT**

REFERENCES

Relationship	Former colleague at CITISCAPE LLC from December 2007 till June 2014
Reference Name	Abner Prieto
Title	System Operator II
Company Name	Servus Credit Union
Street Address	Edmonton, Canada
City, ST ZIP	Edmonton
Telephone	+1 647 402 4757
Email	nerine0523@gmail.com

Relationship Former colleague at DUBAI AIRPORTS from June 2014 till September 2021
Reference Name Roderick Veluz
Title Analyst - Change & Service Management
Company Name Dubai Airports
Street Address Abu Hail, Dubai, UAE
City, ST ZIP Dubai
Telephone +971563695957
Email roderick.veluz@dubaairports.ae

Relationship Colleague at e& enterprise iot & ai from September 2021 till date.
Reference Name Omar Bernardo
Title Senior Team Leader - Operations Center
Company Name e& enterprise iot & ai
Street Address Al Jaddaf, Dubai, UAE
City, ST ZIP Dubai
Telephone +971553741937
Email obernardo@eand.com / omar.bernardo@dubaairports.ae

PERSONAL INFORMATION

Date and Place of Birth October 18, 1986 - Cabanatuan City, Philippines
Sex Male
Height 5'8"
Civil Status Married
Citizenship Filipino
Language English and Filipino
Passport Number P6172735B
UAE Driving License no. 2018238 – Expiration Date: August 9, 2026