



VAN RHEN M. GALAN

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PROFESSIONAL SUMMARY

To improve my IT skills and abilities, as well as to expand my horizons beyond working with other people and the environment.

Reliable candidate ready to take on challenges using problem-solving and task prioritization skills to help team succeed.

SKILLS

- Data Center Infrastructure
- System Monitoring
- Technical Documentation
- Backup Management
- Network Troubleshooting
- Technical Support
- Hardware Troubleshooting
- Self Motivation
- User Training
- Support Services
- Active Listening
- Task Prioritization
- Data Backup
- Diagnostic Testing
- Multitasking
- Goal Setting
- Interpersonal Skills
- Adaptability and Flexibility
- Relationship Building
- Attention to Detail
- Analytical Thinking
- Hardware and Software Repair
- Time Management
- Problem-Solving
- Teamwork and Collaboration

EXPERIENCE

Data Center Operator | Palawan Group of Companies

Mandaue, Philippines | March 2021 - Current

- Eight under par (pawnshop operator) inc
- Monitor and control computer and electronic data processing equipment according to standardized operating instructions
- Managing and improving a company's network performance by troubleshooting hardware and software problems.
- Identified opportunities for process improvement or automation within data center environment.
- Communicated regularly with senior management about data center performance metrics and ongoing projects.

- Developed disaster recovery plans and conducted regular testing exercises.
- Assessed risks related to physical or virtual threats to data center infrastructure.
- Ensured optimal performance and availability of critical systems.
- Analyzed system logs to identify potential issues or areas for optimization.
- Managed daily operations of data center facilities and infrastructure.
- Reviewed vendor contracts for hardware procurement or service agreements.
- Responded to emergency incidents affecting data center's operational stability or security.
- Collaborated with cross-functional teams to ensure alignment on technology requirements and objectives.
- Oversaw installation, configuration, and maintenance of servers, storage devices, and other infrastructure components.
- Implemented data center policies, procedures, and best practices.
- Improved system performance with routine maintenance and hardware upgrades.
- Backed up network data.

IT Field Service Engineer | Palawan Group of Companies

Mandaue, Philippines | April 2015 - March 2021

- Junior it 1 & 2 (,), eight under par (pawnshop operator) inc
- Performing research, supervising teams of employees on the job site, assessing and installing new technology, and reporting on project status
- Monitors computer performance
- Arranges for and supervises equipment maintenance and repairs.
- Conducted root cause analysis to trace and identify system and equipment issues.
- Inspected equipment to advise management on repair needs, expected maintenance costs and upcoming special projects.
- Cleaned and organized work areas to minimize safety risks and avoid delays.
- Led predictive initiatives to stay ahead of maintenance issues.
- Scheduled regular inspections of building structures, ensuring their integrity and safety compliance.
- Updated technical documentation related to equipment specifications and maintenance procedures.
- Troubleshoot issues with production line equipment, finding root causes and implementing solutions quickly.
- Assisted in planning and execution of facility upgrades and improvements.
- Conducted cost analysis for various maintenance projects to determine most efficient solutions.
- Developed and implemented systems to maintain equipment functionality.
- Designed engineering solutions to remediate or eliminate repeat failures on assets or equipment performance issues.
- Coordinated with vendors for procurement of necessary parts or services when needed.
- Responded to emergency maintenance requests from management or other departments.

- Monitored inventory levels for spare parts, tools, and materials required for maintenance tasks.
- Dismantled defective machines and equipment to install new or repaired parts.
- Managed multiple concurrent projects while maintaining attention to detail prioritizing based on urgency level.
- Leveraged understanding of blueprints and other technical documentation to plan maintenance and repair work.
- Ensured adherence to local, state, federal regulations related to environmental safety standards.
- Maintained accurate records of all completed work orders and equipment service history.
- Conducted safety checks on all equipment, following company protocols and guidelines.
- Calibrated testing instruments regularly to guarantee accuracy during system evaluations.
- Met monitoring guidelines to drive internal systems and ongoing contractor relationships.
- Collaborated with other engineers to develop preventative maintenance plans for equipment.
- Monitored customers' equipment with regular maintenance.
- Updated customer records with service documentation and recommended follow-up actions.
- Configured hardware, software and equipment to customer specifications.
- Devised preventative maintenance measures to prevent future breakdowns.
- Implemented services successfully by working within system limitations and best practices.

Receiving and Despatching Unit | Sanford Marketing

Mandaue, Philippines | October 2013 - February 2014

- (Receiving and Despatching Unit), sm savemore market - Receive goods or products from merchant and input them into the system
- Reconciled shipping invoices and receiving reports to verify count accuracy.
- Staged merchandise by department, marked appropriately for placement in facility and delivered merchandise to different destinations.
- Maintained accurate tracking system covering shipping and receiving transactions.
- Received, unloaded and processed deliveries at [Type] location.
- Received incoming shipments and verified contents against packing slips.
- Troubleshoot issues related to incorrect addresses or lost packages professionally.
- Collaborated with managers to help resolve issues with lost or damaged packages.
- Adhered to hazardous material shipping guidelines and regulations to protect staff and general public.
- Communicated with carriers to schedule pickups and deliveries efficiently.
- Processed returns from customers, inspecting products and updating records accordingly.
- Examined outgoing shipments for issues, meeting company specifications.

Graphic Artist | Blessel ArtSign

Cebu, Philippines | November 2012 - February 2013

- BLESSEL ART SIGN - Create layout design Tarpaulin and SINAGE FOR ANY EVENT OR BUSINES
- Prepared final print-ready image files to send to production.
- Delivered projects with creativity, speed and accuracy, utilizing exceptional layout and design skills.
- Managed numerous projects simultaneously to meet tight deadlines.
- Conducted research on industry trends to keep current with best practices in graphic design aesthetics.
- Evaluated trends, assessed new data and kept up-to-date with latest marketing techniques.
- Managed multiple design projects simultaneously while adhering to strict deadlines.
- Collaborated with marketing teams to develop eye-catching advertising campaigns for print and digital media.
- Prepared final artwork files for printing or digital distribution while maintaining quality standards.
- Helped organize file structure of web content files, imagery and multimedia assets.
- Accepted guidance, understood campaign strategy, and drove deliverables following messaging and brand standards.
- Updated company social media profiles with fresh graphics that engaged followers and promoted sharing of content.
- Worked closely with photographers to select appropriate images for marketing materials and online content.
- Created and implemented tailored marketing plans based on individual client requirements.
- Collaborated with marketing team on developing strategy, creative concepts and designs for marketing projects.
- Developed exceptional and well-crafted copy to meet requirements.
- Produced compelling visuals for blog posts that enhanced reader engagement on company websites.
- Produced new ideas for company branding, promotional campaigns and marketing communications.
- Designed eye-catching email templates that increased click-through rates for e-commerce companies.
- Worked closely with teammates and agencies to create pitches, presentations and final deliverables.
- Utilized typography effectively in various design projects to convey messages clearly and aesthetically.
- Created visually appealing marketing materials for clients, such as logos, brochures, and websites.
- Translated complex data into visually engaging infographics for presentations and reports.
- Designed user interfaces for mobile apps and websites, ensuring seamless user experience.
- Met one on one with internal teams to determine customer design needs.

Printer Technician | Aireen Design Ads

Mandaue, Philippines | June 2012 - September 2012

- Repair printer (EPSON, CANON AND HP)
- Assisted customers in selecting appropriate hardware upgrades.
- Maintained records of repairs, upgrades and other operational actions for use in budgeting and costing processes.
- Disassembled faulty devices to diagnose issues accurately.
- Collaborated with software technicians to resolve complex issues.
- Documented repair procedures for reference by other technicians.

EDUCATION

Cebu Technological University | San Francisco, Camotes, Cebu, Philippines

Bachelor of Science (B.S.), Industrial Technology Major in Computer Technology, January 2013

LANGUAGE

ENGLISH

Intermediate (B1)