

## Norman M. Espina

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### OBJECTIVES

- To obtain any position that is suitable with my academic achievement and to show my robust personality with this I believe I am capable of doing duties and responsibilities of a competent employee.
- To achieve a challenging career with a dynamic company that will utilize my diverse skills and experience.

### WORKSHOP & SEMINARS ATTENDED:

- **YSoftSafeQ 5 & 6 Technical Analyst Certified**
- November 2012, Product Training for KIP C7800 at **KIP UK LTD, DaventryNorthamptonshire, UNITED KINGDOM**
- November 2010, Canon LFP product Training at Canon Emirates, Ajman UAE.
- July 2008, Product Training for KIP 9000, 3000 and 5000 at Dubai, UAE
- November 2007, Product Training for Konica Minolta printers at Dubai, UAE
- March 8-April 1 2006-Product Service Representative, Technical support, Skill 1- Skill 3 at Link2support Incorporated, Call Center.

### SKILLS AND CERTIFICATES

- Computer Hardware and Software Computer Repair/Troubleshooting
- Basic Computer Networking
- Office equipment Repair and Troubleshooting
- Basic Electricity
- Open Water Diver ( **PADI License no: 1307UY4487**)
- Driver's License :**Professional PH and UAE (Driver's License no: 2053039)**
- Service Engineer (**Certified Professional in Konica MinoltaCertificate no: 01PR01012**)

## EMPLOYMENT HISTORY

A. Name of Company : **AL ABBAS TRADING COMPANY -SERVICE DIVISION**

Salam Street, Abu Dhabi

Abu Dhabi, UAE

Position Held : Senior Service Engineer

Inclusive date : February 24, 2007 – Until Present

Duties and Responsibilities:

- We are responsible for the maintenance/servicing For the Multi Brand printers and different technologies such laser , inkjet and thermal printers and mainly for the Konica Minolta and Develop Multifunction machine.
- Giving Technical/IT Support for Network of multifunction machines such as printing, scanning and includes firmware upgrading.
- Troubleshooting and calibrating multifunction machines.
- Servicing plotter machines such as KIP, SAMSUNG MFP, COLORTRAC SCANNERS, and CANON LFP; by calibrating, troubleshooting and configuration.
- Basic configuration of Network Device such as Routers, wired and wireless adapters.
- Providing Support for **Print Management Solutions** in some companies such as:
  - 3 years resident engineer in **ENEC** ( Emirates Nuclear Energy Company)
  - 4 years resident engineer in **ADNOC** (Abu Dhabi National Oil Company)
  - 8 months resident engineer in **PI** (Petroleum Institute)
  - 2 years resident engineer in **NDC**(NationalDrilling Company)
  - 1 year resident engineer in **NPCC** (National Petroleum Construction Company).

- Conducting basic demonstration of machine operation to end users.
- Establish relationships with clients and fellow employees.

B. Name of Company : **Link2support Incorporated, Call Center**

Pueblo de Oro, Cagayan de Oro City

Mindanao, Philippines

Position Held : Call Screeners/ Technical Support Representative

Inclusive date : December 2004 – January 2006

Duties and Responsibilities:

1. Call screeners for Linksys Product produced by CISCO.
2. Giving Technical Support of wired and wireless network of Linksys

Product produced by CISCO.

C. Name of Company : **PLDT- Maratel**

Tibanga, Iligan City

Mindanao, Philippines

Position Held : On the job trainee

Inclusive date : October1999 – March2000

Duties and Responsibilities:

1. Providing Support for end users Dial-up internet connection.
2. Preparing reports for daily tasks assigned.

## EDUCATIONAL BACKGROUND

COLLEGE GRADUATE: **Bachelor of Science in Computer Science (2003)**

St. Michael's College, Iligan CityMindanao, Philippines

## PERSONAL BACKGROUND

Birth date	:	February 10, 1978
Birthplace	:	Iligan City
Sex	:	Male
Status	:	Married
Religion	:	Roman Catholic