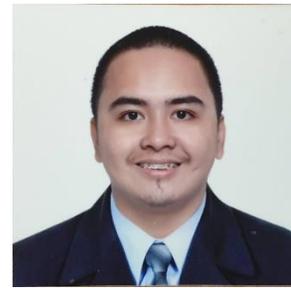


# GLENN EDWARD G. ESTEBAN

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## OBJECTIVE

Highly motivated and detail-oriented IT professional seeking an IT support position to utilize my strong technical skills and problem-solving abilities. Committed to providing excellent customer service and resolving technical issues promptly to ensure smooth operations and user satisfaction. Seeking a role where I can contribute to maintaining and enhancing IT systems while continuously expanding my knowledge in the rapidly evolving field of technology.

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## SCHOLASTIC RECORD

Collegiate: AMA Computer University, Project 8  
Quezon City

**Year Graduated:** May, 2013

Course: B.S. in Computer Science

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## WORK EXPERIENCE:

**August 2022-Present**

**Company: AEVEN Philippines Inc. (Formerly Part of NNIT Philippines)**

**Designation: Server Hardware Infrastructure Operation Specialist**

### Duties and Responsibilities:

- Participate in day-to-day tasks with the global team. The tasks can be handling incident, service requests or problems, releasing change, consultancy service and project implementation for the customers.
- Creating standard changes for replacement of defective hardware.
- Installation and Decommissioning of Enclosure hardware
- Relocation of X86 Server Hardware
- ILO Firmware management of X86 Servers
- ILO Configuration in deployment of X86 Server Hardware
- Clean Virtual Connect task in Decommissioning of X86 Server Hardware
- Incident and Service Request Handling
- Handles Power and connectivity Issues in Datacenter
- Remote coordinator of Physical Server Hardware at customer Side
- Maintaining and provisioning of hardware monitoring
- Report and coordinate to 3rd party vendors

**July 2021 – August 2022**

**Company: Benco Dental – IT Infrastructure and Operations Team**

**Designation: Infrastructure Administrator**

**Duties and Responsibilities:**

- Monitor and Maintain Benco's Global Infrastructure
- Install, Configure, Patch, Troubleshoot, and Improve LAN and WAN Systems
- Perform user onboarding, offboarding, and changes
- Assist with Application, Virtualization, and Telephony Administration
- Triage any alerts to determine the appropriate method and criticality of response.
- Prepare, document, and update standard operating procedures and policies.
- System Configuration Standards
- Create Knowledge-Base and Troubleshooting Articles
- Perform some after-hours support as required
- Acceptable Use Policies
- Compliance and Regulatory Policies
- Approximately one Saturday per quarter is used for disruptive maintenance.
- After-hours availability for critical system issues.

**August 2019 – July 2021**

**Company: Bank of Commerce, Head office – Information Technology and Services Division**

**Designation: Hardware Infrastructure Administrator**

**Duties and Responsibilities:**

- Maintain and monitor all computer system to meet the organization's current and future requirements.
- Responsible for the installation and maintenance of storage, virtualized environment, servers and productivity tools
- Document and develop in-depth knowledge of company's existing IT architecture/Infrastructure and technology portfolio and profile.
- Provides input on capacity management.
- Responsible for monitoring and completion of data backups on regular basis
- Responsible for the installation of Security patches and updates during monthly basis
- Provides assistance in project deployments.
- Support and addresses Windows OS and hardware issues
- Maintains and manage Server infrastructure to have 24x7 server uptime.
- Monitor system and identify performance issues proactively.
- Work with strict time frames and elevate incidents within timeframes.
- Test all changes to hardware including operating systems and hosted application.
- Work with various vendors and service providers to ensure productive environment.
- Maintain a good working knowledge of current infrastructure and future trends.
- Participate in Disaster Recovery Activity including backup and restoration.

**July 2016- August 2019**

**Company: Bank of Commerce, Head office – Information Technology and Services Division**

**Designation: Technical Support Specialist**

**Duties and Responsibilities:**

- Administer and maintain Branch servers running on Windows Operating System
- Configure and setup Branch Printers (Dot Matrix, Passbook and Laserjet Printers)
- Install application required by the Bank
- Configure and setup Branch Check Readers (Teller and Clearing Systems)
- Administer and Maintain Signature and Verification System (BDS and SVS)
- Handles BDS Deployment for UAT/QAT and all Production BDS Servers
- Perform Data Patching, script roll-out and database backup and restoration
- Coordinates with 3<sup>rd</sup> Party Service provider to ensure timely and appropriate hardware repairs and schedule of preventive maintenance
- Responsible for the availability of client-based application system including branch and other head office servers
- Handles service request for technical support and assistance in hardware related problems
- Responsible in the implementation and migration of servers and workstation to ensure all Silverlake CASA system and web-based application and other critical banking activities are being addressed
- Handles CAPEX evaluation and recommendation for Computer system requirements
- Performs other duties as may be assigned from time to time by the superior

**August 2013 – July 2016**

**Company: Bank of Commerce, Head office – Information Technology and Services Division**

**Designation: Datacenter Computer Operator**

**Duties and Responsibilities:**

- Submits and executes batch program and scripts based on duly approved production run guides and/or job request
- Monitor system performance to ensure timely and accurate processing of production runs and timely setup on online and ATM operations and in compliance with the management approved service level standards.
- Expose to client-based information and is involved in the generation of highly confidential records and reports
- Operate and maintain peripherals equipment as required, including tape drives, hard disks drive, printer and consoles
- Ensures that production problems are logged and reported guarantee speedy and accurate solution.
- Monitor the online ATMS systems on non-office hours daily ensures optimum system availability.

- Ensures safety and security of all files, equipment and peripherals being maintained and operated in the Data center
- Handles all service request assigned to Data Center Operation
- Client assistance (ATM Concerns)

## **SEMINARS AND TRAININGS**

### **Microsoft Security Virtual Training Day: Security, Compliance & Identity Fundamentals**

Microsoft Azure Team  
August 11-12, 2022

### **Complete VMware vSphere ESXi and vCenter Administration**

Udemy Business - Certificate of Completion  
October 10, 2023  
Length: 11 Total Hours

### **Introduction to Service Management with ITIL 4**

Udemy Business - Certificate of Completion  
October 11, 2023  
Length: 2 Total Hours

## **Certification**

**Microsoft Certified- Security, Compliance and Identity Fundamental  
Issued September 2022  
Credentials ID: 993781107**

**ITIL 4 Foundation Certificate in IT Service Management  
Issued: February 24, 2024  
Credentials ID: GR671621325GE**

## **Summary of skills**

Knowledge in operating system Administration  
(RHEL, AS/400, WINDOWS XP, WINDOWS 7, WINDOWS 10, Windows 11)  
(WINDOWS SERVER 2003, 2008, 2012, 2016, 2019, 2022)  
Knowledge in Datacenter Operation and Security  
Knowledge in Server Hardware Infrastructure: IBM, LENOVO, HP, DELL and CISCO UCS  
Knowledge in IBM Storage V3700, V7000, P750  
Knowledge in Ticketing System: Manage Engine, JIRA, Remedy and Cherwell  
Knowledge in Virtualization: VMware, Scale Virtualization, Nutanix and Windows Hyper V  
Knowledge in Patch Management: WSUS, SCCM  
Knowledge in Backup solutions: Veritas Netbackup and Veeam Backup  
Knowledge in Monitoring tools: SolarWinds Orion, Nagios XI, and AppsEngine  
Knowledge in PC troubleshooting (Hardware, Software and Network)

Knowledge in Printers and other Bank IT Equipment Troubleshooting  
Knowledge in Lotus Notes User Administration  
Knowledge in Azure Cloud Administration  
Knowledge in Microsoft 365/ O365 Administration (Exchange, Teams, SharePoint, Security and Compliance)  
Knowledge in Security Cloud based Applications: Mimecast, Carbon Black, Qualys  
Knowledge in Setting up On-prem and Azure Active Directory  
Knowledge in Group Policy Management  
Knowledge in Implementation of File Server Management  
Knowledge in Phone System Administration: Talkdesk, Shoretel  
Knowledge in INFOR System Administration  
Knowledge in Microsoft Volume Licensing Service Center  
Knowledge in Agile Methodologies  
Knowledge in ITIL Process  
Basic Knowledge in IT Security

## **PERSONAL ATTRIBUTES**

- Strong problem-solving skills
- Works effectively and efficiently
- Can easily adapt to the development needs of the company
- Proficient in the English Language (Speaking and Writing)
- A good team player
- Participate in Extra Curricular Activities in the Company such as Organizing Sports Fest, HR Activities, Organizing Outdoor activities,
- Member of Information Technology Interaction Philippines
- Dedication to continuous improvement and professional growth

## **PERSONAL BACKGROUND**

Age : 31  
Date of Birth : September 17, 1992  
Civil status : Married  
Height : 5'3  
Weight : 165 lbs  
Languages Spoken : English / Filipino

References available upon request.

**Glenn Edward G. Esteban**