

# Adrian Magpantay

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Tanauan, Philippines, 4232

## PROFESSIONAL SUMMARY

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Organized and dependable candidate successful at managing multiple priorities with a positive attitude. I am eager to take challenges and drive IT initiatives to meet team goals.

## WORK EXPERIENCE

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### Windows Operations Specialist

Aug 2022 - Present

AEVEN Philippines, Inc. • Makati, Philippines

- Security Vulnerability Handling
- Windows Server Handling using VMWare and HP ILo
- Printer setup/management of Uniflow/Follow Me and equitrac
- Backup installation and restoration using Netbackup and CommVault
- Participating on Windows Monthly Patching when there is lack of resource
- Handle tasks according to processes, documentation, quality and GxP demands
- Making sure that Windows servers is up and running especially during OC duty
- Supporting Microsoft server operation in all aspects including Critical Incidents occur and participate in OC duty setup
- Working with incident, request, problem and change management processes in line with organizational processes (ITIL)
- Taking part for the implementation of IT policies and procedures including implementation of structured methods such as Incident, Problem, and Change management

### Jr. Technology Support Engineer

Jun 2021 - Aug 2022

WeServ – Fujitsu Philippines • Taguig, Philippines

- Acknowledging of Alerts using Power MSP tool
- Monitor's queue on ServiceNow and resolve Open Incident and Work Request
- Weekly and Monthly SLA Ticket Extraction Report
- Supporting multiple customers/accounts on a 24x7 basis.
- Monitoring & resolving of alerts and escalating to our counterparts if needed
- Making sure that there will be no mis-operation whenever there is an alert
- Handing of cloud (Azure) and Windows servers
- Following a procedure based on project wherein if there is an alert, we have a document or a step-by-step guide to resolve the alert/ticket

### Infrastructure Team (IT Assistant – Technical Support)

Nov 2017 - Jun 2021

Philippine Manufacturing Co. of Murata • Tanauan, Philippines

- System unit maintenance
- Replacement of hardware parts of computer
- Advanced Troubleshooting on Hardware of Computers
- PC Setup or PC Imaging using Acronis and Clonezilla
- Advanced Printer Troubleshooting

- Manages Windows Server such as: Active Directory, DHCP
- Manages Microsoft Systems Center Configuration Manager (SCCM)
- LAN/Wired Networking and Cabling
- Manages Wireless LAN Controller (WLC)
- Manages Network Configuration (Cisco Switch, Cisco Access Point, and Cisco IP Phones)
- Detailed Purchasing of IT Equipment
- IT Equipment Tagging/Inventory
- Batch Deployment of computers on new employees
- Process the billing and renewal of licenses
- Coordination with Vendors & Contractors for the ongoing infrastructure project implementation

## **EDUCATION**

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**Bachelor of Science in Information Technology**  
Batangas State University • Malvar, Philippines

Jun 2012 - Aug 2017

## **SKILLS**

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- Good Team player
- Decision Making
- Problem Solving
- Time Management
- Customer Service

## **CERTIFICATION**

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2022 July - Microsoft Azure Fundamentals AZ-900