

# Rafael Manalastas

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## PROFESSIONAL SUMMARY

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*A highly experienced Computer, System and Network Administrator with 23 years of experience as an IT Professional specializing in PC, Network and System Management and Administration. Technical Support Specialist, Hardware and software Support Technician. Strong background in implementing and maintaining technology system, as well as proven track record of success in delivering quantifiable results.*

*In addition, with my technical skills, I am a strong leader and a problem solver with the ability to strategically and manage competing priorities.*

## EMPLOYMENT HISTORY

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June 2012 to Present  
Doha, Qatar

### **IT Engineer METRIX Qatar WLL**

- Layout and execute Design, Planning & Supervision of Structured Cabling
- Resolving LAN Network Issues, N/W Printer, Software Bugs, Hardware Failures and Security Issues.
- Manages all system back-up and restore protocol.
- Configuring Mail Clients MS outlook, Outlook Exchange Office 365
- Implementing Antivirus, Patch management and Security policies.
- Upgrading server and systems workstation.
- Monitoring Internet Connection and PRI LINE
- Setup/configuration of routers and switches including CISCO, HP and Linksys
- On Call IT Technical support
- Support and Responsible for hardware and software installation, upgrades, maintenance.
- Monitors systems performance and implements performance tuning
- Perform troubleshooting analysis of servers, workstations and associated systems
- Documents network problems and resolution for future reference
- Oversee software and network security.
- Install, configure, maintain network services, equipment and devices.

March 2006 to April 2012  
Doha, Qatar

### **IT Engineer MAN Enterprise Qatar WLL**

- Layout and execute Design, Planning & Supervision of Structured Cabling
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- Oversee software and network security.
- Install, configure, maintain network services, equipment and devices.

March 2003 to March 2006  
Makati, Philippines

**MIS / Inventory and Planning Supervisor Professional Gear Inc.**

- Resolving LAN Network Issues, N/W Printer, Software Bugs, Hardware Failures and Security Issues.
- Implementing Antivirus, Patch management and Security policies.
- Configuring Mail Clients MS outlook, Outlook Express.
- Support and Responsible for hardware and software installation, upgrades, maintenance.
- Resolving LAN Network Issues, N/W Printer, Software Bugs, Hardware Failures and Security Issues.
- Assigning new workstation including the cabling required and configuration.
- Coordinates with sites and suppliers for IT equipment request and orders.
- Maintain reports and records for IT inventory for all offices and project sites.
- Manage documentation for Computer related issues.
- Maintain Reports for all Information technology concern
- Handles inventory system Maintenance and setup and implementation.
- Inventory reconciliation.
- Manage documentation for goods received from suppliers and another branch.
- Maintain Reports from the factory of all cut and issued to piece rate and subcontractor for production purposes.
- Monitor target production and level of inventory.
- Responsible for planning for company's logistics concern.
- Production Scheduling and Planning.

December 2001 to March 2003  
Ortigas, Philippines

**IT Assistant JVS Asia Inc. (Marithe Francois Girbaud)**

- Resolving LAN Network Issues, N/W Printer, Software Bugs, Hardware Failures and Security Issues.
- Implementing Antivirus, Patch management and Security policies.
- Configuring Mail Clients MS outlook, Outlook Express.
- Support and Responsible for hardware and software installation, upgrades, maintenance.
- Resolving LAN Network Issues, N/W Printer, Software Bugs, Hardware Failures and Security Issues.
- Assigning new workstation including the cabling required and configuration.
- Handles network connection for all branches for SM and Robinsons malls network sales dumping system.
- Maintain reports and records for IT inventory for all offices and project sites.
- Manage documentation for Computer related issues.
- Maintain Reports for all Information technology concern
- Handles inventory system Maintenance and setup and implementation.
- Inventory reconciliation.
- Manage documentation for goods received from suppliers and another branch.
- Handles Dialup server for in-house transferring updating and sharing of files from all branches to head office and vice versa.
- Coordinates for IBM technician for selected IBM computer units.
- Handles on call problems for IT related problems from all branches.

**Education**

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June 1996 – October 2001

Bachelor of Science in Computer Science

Adamson University

Manila Philippines

**Seminars Training and Certificates**

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Google IT Support Professional Certificate

February 2023

Coursera Online

Cloud OS Bootcamp (Microsoft Azure)

December 2013

Microsoft Doha, Qatar