

Objective

With expertise in System Administration and Hardware Troubleshooting. Skilled in IT infrastructure, network management, server configuration, and hardware diagnostics. Proactive problem-solver committed to system reliability.

Professional Experience

SL Green Energy PTY LTD
Australia

June 2024 - Present

Website Administrator

Responsibilities:

WordPress Management:

- Regularly updating WordPress core, themes, and plugins to ensure the website runs smoothly and securely.
- Performing routine backups and managing restore processes to prevent data loss.
- Monitoring and optimizing website performance, resolving any plugin conflicts that may arise.

cPanel Administration:

- Managing hosting services, email accounts, databases, and file organization through cPanel to maintain an organized and efficient system.
- Optimizing databases for enhanced performance, ensuring quick and reliable access to website content.
- Conducting routine maintenance tasks such as updating PHP versions and monitoring server performance to prevent downtime and improve site speed.

SSL Certificate Management:

- Installing, configuring, and renewing SSL certificates to ensure encrypted connections and secure data transmission.
- Enforcing HTTPS site-wide to enhance security and boost SEO rankings.

- Conducting regular security audits to maintain SSL integrity and overall site security.

Website Maintenance and Security:

- Performing regular maintenance tasks including content updates, bug fixes, and layout improvements to keep the website up-to-date and user-friendly.
- Implementing security measures using plugins and performing regular security scans to protect against potential threats.
- Ensuring compliance with data protection regulations and best practices to safeguard user information.

Technical Support and Troubleshooting:

- Providing technical support for website-related issues, ensuring timely resolution of problems.
- Documenting all changes and troubleshooting processes for future reference, creating a reliable knowledge base.

Baytech BPO Corporation
Pasig City, Metro Manila

July 2019 - February 2022

IT SpecialistResponsibilities:

- Supporting the day-to-day operations of our computer network.
- Responding in a timely manner to service issues and requests
- Providing technical support across the company (this may be in person or over the phone)
- Repairing and replacing IT equipment as necessary
- Setup an account for new users to increase productivity.
- Provide end-to-end technical support to end-users within the company
- Set up, installation, troubleshooting, upgrade and maintenance of operating systems, office applications and hardware.
- Installing peripheral equipment such as scanners and printers
- Ensure security and privacy of networks and computer systems
- Troubleshoot problems with routers and slow internet connection.
- Monitor overall capacity utilization of server and hardware environment to ensure optimization to meet business needs.
- Coordinate with IT Services vendors and suppliers
- Assist with maintaining an inventory of all IT related assets

- Ensure all employees are enrolled on the company's biometrics
- An on-call schedule (or on-call shift)

**Phil-Global Cargo Movers Inc.
Las Pinas City, Metro Manila**

April 2015 – July 2019

IT Staff

Responsibilities:

- Provide end-to-end technical support to end-users within the company
- Set up, installation, troubleshooting, upgrade and maintenance of operating systems, office applications and hardware.
- Ensure security and privacy of networks and computer systems
- Installing peripheral equipment such as scanners and printers
- Troubleshoot problems with routers and slow internet connection.
- Monitor overall capacity utilization of server and hardware environment to ensure optimization to meet business needs.
- Coordinate with IT Services vendors and suppliers
- Train and monitor new IT specialists.
- Assist with maintaining an inventory of all IT related assets
- ID preparation for newly hired employees
- Ensure all employees are enrolled on the company's biometrics
- Generating time record for payroll preparation
- Data Entry

Internships Experience

**Information and Communication Technology
2014 - 2015
Municipality of Calauag Quezon**

Data Entry

Responsibilities:

- Perform accurate data entry tasks into company databases and systems.
- Input, update, and maintain various types of information including but not limited to customer records, sales orders, inventory data, and financial transactions.

- Verify and cross-reference data for accuracy and completeness, ensuring adherence to company standards and guidelines.
- Assist in organizing and sorting documents, files, and records for efficient data retrieval.
- Collaborate with team members to ensure data integrity and consistency across different platforms.
- Follow established procedures and protocols for data entry and information handling to maintain confidentiality and security.
- Troubleshoot and resolve data entry issues or discrepancies in a timely manner.
- Provide support in generating reports, summaries, and analyses based on entered data as required.
- Participate in training sessions and workshops to enhance data entry skills and knowledge of relevant software applications.
- Assist in other administrative tasks and projects as assigned by supervisors.

Education

Tertiary
Computer Programming
Aceba Systems Technology Institute Inc, Calauag, Quezon
2013 - 2015

High School
Calauag Central College, Calauag, Quezon
2008 - 2012

Elementary
Gapas Elementary School, Guinayangan, Quezon
2003 - 2008

Certifications

Achievement: Computer Hardware Service (CHS) NC II Passer

Technical Skills

- Operating Systems: Windows, macOS, Linux
- Networking: TCP/IP, DNS, DHCP, VLANs, VPN
- Servers: Windows Server, Linux Server
- Hardware: Desktops, Laptops, Servers, Printers, Routers, Switches
- Software/Applications: Microsoft Office Suite, Active Directory, VMware, Cisco IOS
- Troubleshooting: Hardware and Software Issues, Network Connectivity Problems

Soft Skills

- Strong communication and interpersonal skills
- Ability to work collaboratively in a team environment
- Detail-oriented with excellent problem-solving abilities
- Adaptability and willingness to learn new technologies

Character Reference

Mr. Anthony Celino
Cloud System Engineer/IT
Manager
Baytech BPO Corporation
+63 917-626-3715

Mr. Louie C. Ramos
Cebu Branch Manager
Phil-Global Cargo Movers Inc.
+63 917-771-0145

Ms. Zyren Del Mundo
HR-Employee and Labor
Relations
Baytech BPO Corporation
+63 995-941-8041

Expected Salary: As per company budget

I hereby certify that the above information is true and correct based on my knowledge and belief.

R Ariño

RANIEL P. ARIÑO