

Michael Joven D. Suyat

Camiling, Tarlac, Philippines

Cell #: +966502235280 / +966550068160

Skype: mjds8479@hotmail.com

E-mail: mjds8479@gmail.com

B.S. Computer Engineering, MCP, MCDST, CCNSP with Driver's License (K.S.A)

Job Title:	Computer Network Technician /Any Applicable Position
Job Objective:	I am a responsible and experienced Computer Network Technician seeking a position in Any Industry where my skills, knowledge, and experience can be utilized and nurtured.
Professional Accreditation:	Saudi Council of Engineers Membership #: 522559 Classification: Engineering Specialization: Computer Engineering Validity: December 2024
Certifications:	Cyberoam Certified Network Security Professional (CCNSP) – Passed CCNSP ID: CP101010/1000309/02996 Cyberoam Kingdom of Saudi Arabia October 10, 2010 Microsoft Certified Desktop Support Technician (MCDST) – Passed Supporting Users and Troubleshooting Desktop Applications on a Microsoft® Windows®XP Operating System Microsoft Certified Professional ID: 6876153 dB Wizards Makati City, Philippines February 05, 2010 Microsoft Certified Professional (MCP) – Passed Supporting Users and Troubleshooting a Microsoft® Windows®XP Operating System Microsoft Certified Professional ID: 6876153 dB Wizards Makati City, Philippines May 07, 2009

Education:

University of Pangasinan B.S. Computer Engineering 1996 – 2001 (Year Graduated)	Dagupan City, Philippines
Camiling Catholic School High School 1992 – 1996 (Year Graduated)	Camiling, Tarlac, Philippines



Work Experience:

Almana Group of Hospitals

Al Khobar, K.S.A

Computer Technician (IT Technical Support) & IT Store Keeper

February 2010 up to present

Computer Technician Task

- Install upgrades and configure new computers and other peripheral devices such as printers, scanners, etc. as well as software programs and applications.
- Upgrade or repair computers that are already used and troubleshoot whatever problem has arisen in the computer.
- Assists in wiring and installation of networks and troubleshoots network problems.
- Set up stand-alone PCs and install the software required by the end users.
- Maintains relevant documentation and records relating to hardware maintenance.
- Performs similar or related duties as assigned, such as preparing special reports as directed.
- Assists in performing periodic Preventive Maintenance on all computer-related equipment and peripherals.
- Keep up to date with the latest computer periphery, IT Systems, IT processes, and any IT development.
- Provide technical support to end users within the organization when needed.
- Ensure compliance with company and regulatory policies, procedures, and specifications.

IT Store Staff (Store Keeper Task)

- Process Orders from various customers accurately and efficiently and enter into internal inventory system (ERP)
- Verify Items are correctly Scanned and decremented on the inventory system by concerned personnel
- Monitor movement of inventory and ensure FIFO is followed
- Prepare and communicate shortages and adjustments to various internal and external parties with proper endorsement to the Section Head
- Respond to product issues and make the necessary corrections in the system or coordinate with concerned staff
- Prepare picking and loading of paperwork
- Prepare and send appointment requests to receiving areas/sites
- Investigate and resolve product discrepancies and coordinate with concerned staff or supplier

Kyttas Personnel Provider Inc.

Makati City, Philippines

IMAC Support Field Engineer (ADB – IBM Project)

October, 2008 – December, 2009

- Responsible for providing level 2 technical support for desktops, telephone sets, printers, operating systems, and office automation (MS Office, Outlook. etc.) to all internal users.
- Accept requests and problem tickets from the Service Desk
- Responsible for resolving problem tickets from the Service Desk
- Responsible for providing feedback to the Service Desk for all requests and problem tickets handled
- Properly escalate and coordinate reported incidents by following the escalation process defined for each process/operations
- Coordinate with other IT internal Groups; Systems, Data Networks, Voice Networks, and Security groups to ensure that service level agreements with the internal and external customers are met.
- All issues resolved to the satisfaction of the client.

▪ Responsible for Install, Move, Add, Change (IMAC) ▪ Responsible for Machine Deployment to internal users ▪ Complies with the company's policies and procedures, including Information Security. ▪ Maintain good customer experience.	
Labsky.Net Internet Café Operations Manager May 1, 2006 – October, 2008	Camiling, Tarlac, Philippines
Almana Group of Hospitals Data Communications Officer, & Acting Officer in Charge (Workshop) February, 2005 – March 19, 2006	Al Khobar, K.S.A
Almana Group of Hospitals Computer Technician February, 2002 – February, 2005 ▪ Maintains all Computer equipment(s) in the organization ▪ Troubleshoot and Repair Printers, Monitors, CPUs, and other devices ▪ Software Installations (Microsoft Windows Base & Novell Netware Clients systems) ▪ Terminates and Test Network Nodes from Floor Distributor to Telecommunications Outlet (UTP and FTP Copper Wires) using Fluke Network Tester	Al Khobar, K.S.A
Wingamerz Computer Shop Computer Technician June, 2001 – February, 2002	Dagupan City, Philippines
Get Wired Computers OJT & Computer Technician January, 1999 – June, 2001	Dagupan City, Philippines

References:

Eugene Reyes

Commerzbank AG – C/S Operation Engineer

Singapore

Hp # 006588226157

Email: Eugene.reyes@commerzbank.com or eugene12reyes@gmail.com

Jimmy Mangsat

AlFalak - Safety Engineer

Alkhobar, K.S.A.

Cell # 00966501784916

Eduardo Nevado

Jatco - Engineer

Al Khobar, K.S.A.

Cell #: 0096650885272

Jeremiah Velasco

Accenture – Senior IT Developer

Cell #: 00639159022936

Email: jervelz_00100100@yahoo.com