

ULPIANO LIGUTAN

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Over 29 years of experience in the IT industry, my current position is Communication Technical Support for the Eastern Region of Saudi Arabia. Responsible for keeping Internet connectivity for the daily operations of our corporate subscribers. I acquire good experience in my present job since I do the project from start to finish and after-sale maintenance. Additionally, I have four-year experience as a Network Administrator and Implementation of network security in a comprehensive and layered approach.

CERTIFICATIONS AND EXAMINATION

- Cisco Certified Network Associate (CCNA), Cisco Introduction to Cybersecurity.
- Fortinet Network Security Associate NSE 1 & 2.
- Sophos / Cyberoam Certified Network and Security Professional (CCNSP)
- CompTIA A+, Computer Systems Servicing NC-2, Fiber Optic Technician,

WORK EXPERIENCE

COMMUNICATION TECHNICAL SUPPORT FOR EASTERN REGION OF SAUDI ARABIA.

GULF COMPUTER SERVICES COMPANY LTD. SPSNET

Nov 2000 - Aug 2021 (20 years 10 months)

- Responsible for all IT projects in my area of responsibility, from proposal to implementation and after- sale maintenance. Project handed are Sadara Jubail-II Industrial area during the construction stage to provide Internet connectivity to Company Fluor Arabia, Technip, Samsung, Sinopec, Al-Rushaid, Carlo Gavazzi, Yokogawa many more.
- Knowledge of Lease lines, Fiber Optic, Dial-up, VPN, Cisco Router & Switches, Firewall, Load balancing, Exchange and Web Server, WAN optimizer, Backup Solutions, CCTV. Microwave Network Antenna. Access Point. Aruba Switch Stack.
- Troubleshoot, monitor, maintain network devices for maintaining 24 hours connectivity of our corporate customer/subscribers.
- Data Center Infrastructure, Structured cabling using the latest technology.
- Coordinate with hardware and software Vendor/Contact Support to ensure timely closure of quotations, order, service requests and trouble ticket.
- Provide technical meetings to support the sales team to close the deal.
- Helpdesk Telephonic Support or visit the customer if not fixed over the phone.

NETWORK ADMINISTRATOR

SAMIR GROUP (KODAK) MOTHER COMPANY OF (SPSNET) AL-KHOBAR SAUDI ARABIA.

Jan 2001 - Aug 2005 (4 years 8 months)

- Making sure the ability of all office IT equipment for all users, including our retail branch.
- Administrating, managing, and troubleshooting Active Directory, File Server, Exchange Server.
- Managing Maintenance of Internet line, VPN, Router, Switch, Firewall, Anti-virus.
- Support users in installing and integrating new user/server hardware and applications such as Domain server, Fileserver, Printer server.

- Ensure network security and connectivity.
- Monitor network performance (availability, utilization, latency, and test for weaknesses).
- Set up user accounts permissions, AS400, Oracle users. Time attendance, the remote user.
- Resolve problems reported by the end-user.
- Define network policies and procedures.

NETWORK AND COMPUTER TECHNICIAN

COMPUTER CITY – AL AMOUDI TRADING COMPANY (ATC). JEDDAH SAUDI ARABIA.

Jan 1995 - Nov 2000 (5 years 11 months)

- Troubleshoot, implement a configuration of network hardware and software problems.
- Installation and operate and Maintain Data Network Equipment include ATM switches, Router, Modem, Data circuits, Controller, Server, Wi-Fi devices, Access points. Diagnose, troubleshoot, and restore technical server and end-user, customer software and hardware, problems.
- Performed technical support/troubleshooting of clients' networks, including hardware and software.
- Strong knowledge of Network tools and advanced troubleshooting skills in routing and Switching IPCCTV, VoIP. And other IP devices, Help desk hardware and software support.

SUPERVISOR PC/NETWORK TECHNICIAN

MICROPAC COMPUTER CORPORATION - MAKATI CITY IN THE PHILIPPINES

May 1992 - Nov 1994 (2 years 7 months)

- Computer Technician Field Supervisor of the company's special projects concerning multiple user environments based on Ethernet Network structures and Novell NetWare NOS, Windows NT Server Troubleshooting, repairs cabling, preventive maintenance.
- Installations, Implementation, Repaired, and Tutorials like WordStar, WordPerfect, Adobe.
- Assemble, Board level repairs PC-XT, PC-AT, 386, 496, Pentium POS Machine, Terminal Server.
- Repairs Hewlett Packard printer, LaserJet/Deskjet, Dot matrix printer EPSON, OKI.

EDUCATIONAL BACKGROUND

NAMES OF SCHOOLS	FIELD OF STUDY	DATE
University of the People Pasadena, California, United States.	Associate degree in Computer Science	In progress, estimated completion 2022
Manuel S. Enverga University Foundation Lucena City, Philippines	Bachelor of Science in Electronics Engineering	In progress, estimated completion 2022
Polytechnic University of the Philippines	Computer Technician	March - 1992
Technical Education and Skills Development Authority	Computer System Servicing National Certificate (NC II)	May - 2018
Technical Education and Skills Development Authority	Fiber optics Technicians National Certificate (NC II)	August- 2019
Peoples Electronics Services	Basic Programming	December - 1991
Peoples Electronics Services	Basic Electronics	December - 1991

CERTIFICATE AND TRAINING

132 Total Certificate: 27 Examination/Completion, 11 Appreciation, 15 Attendance, 79 Participation. For details, please click the link: <https://bit.ly/CertLigutan>

Title Of Certification Examination	Sponsoring Organization	Date
IP Network in Clinical Facilities	Institute of Electronics Engineers of the Philippines Kingdom of Saudi Arabia, Central Region.	28-May-2021

The Role of Engineers In the Digital Philippines	Institute of Electronics Engineers of the Philippines Kingdom of Saudi Arabia, Central Region.	29-Jan-2021
AutoCAD 2D	Computer Society of Filipinos International, Inc.	20-Sep-2019
IP CCTV - COMSOFIL-ER	Computer Society of Filipinos International, Inc.	26-Apr-2019
Fiber Optic Splicing Technician	Computer Society of Filipinos International, Inc.	26-Apr-2019
Web Development PHP	Computer Society of Filipinos International, Inc.	6-Oct-2017
Windows Server - COMSOFIL-ER	Computer Society of Filipinos International, Inc.	6-Oct-2017
IP CCTV - COMSOFIL-ER	Computer Society of Filipinos International, Inc.	6-Oct-2017
Laptop Assembly & Troubleshooting	Computer Society of Filipinos International, Inc.	17-May-2013
Web Design W/ Flash Animation	Computer Society of Filipinos International, Inc.	31-Aug-2012
Fax & Printer Machine Repair	Computer Society of Filipinos International, Inc.	6-Apr-2012
Silver Peak Certified Sales Partner	Silver Peak Systems - California USA	19-Dec-2011
Security System - CCTV	Computer Society of Filipinos International, Inc.	30-Sep-2011
Wireless Network Implementation	Institute of Electronics Engineers of the Philippines	30-April-2021

COMMUNITY SERVICE AND CIVIC ORGANIZATION AWARD/CITATION

AWARD CONFERRED	NAME & ADDRESS OF CONFERRING ORGANIZATION	DATE AWARDED
President's List academic year 020-2021. For earning 4.00 CGPA.	University of the People Pasadena, California, United States	Jul 15, 2021
Resource Speaker	International Philippines School in Al-Khobar	Sept. 2019
Clean and Green Project Certificate	Mayor of Eastern Region KSA. Abdul-Aziz Al Saud	January 2010
Comsofil President (Elected 2016)	Computer Society of Filipinos International, Inc.	25-Nov-2016
Volunteer Instructor, Cisco, CCTV.	Computer Society of Filipinos International, Inc.	Nov. 08, 2019
Innovative Awards	Gulf Computer Services Company LTD	Year 2000

VOLENTEER EXPERIENCE & PROFESSIONAL MEMBERSHIPS.

Role in Organization	ORGANIZATION NAME	DATE
Board of Trustees Chairman (2019)	Computer Society of Filipinos International, Inc.	2010-Present
Associate Member	Institute of Electronics Engineers of the Philippines Kingdom of Saudi Arabia, Central Region.	July 2020-Present
Vice President - OFAC	Shuseikan Aikido Federation Overseas Filipino Aikido Club	January 2009
Regular Member	Online Micro Sellers Marketing Cooperative	June 2020-Present

TECHNICAL KNOWLEDGE SUMMARY

Hardware: Cisco Router & Switches, Sophos Firewall, Barracuda Spam Firewalls, Peplink SpeedFusion SD-WAN, Aruba Switch, Linksys, Huawei Router, Switches, D-Link, Cyberoam, , Avaya, Riverbed, Ubiquiti, Fortinet, Hikvision, ZKT, 3CX, Suprema, Alcatel Omni Stack Switches, 3Com Switches, HP LaserJet, and Desk Jet Printer Printers, Epson and OKI Dot Matrix Printers, HP Jet Direct, HP, IBM, Dell, Compaq Server, Workstation Series, Printers and Laptops.

Platforms: Windows Server 2012/2016, Windows 10/7/ 3.1, DOS, Novel, Ecommerce, AS400, Oracle, Cisco IOS, VMware, Android, Chrome OS, Ubuntu.

Software: Internet Security and Accelerator, WAN Optimizer, Windows Active Directory, Web Server, FTP/SFTP, NAT, Network Protocol Analyzers, NAI Sniffer, Symantec Antivirus, Norton Ghost, NFS, Apache, Adware Personal.

PERSONAL BACKGROUND.

Fluent in English, Filipino, Basic in Arabic, Aggressive, dynamic, resourceful, hard-working, results-driven, focused, and highly motivated person.