

Resume

ARNEL S. FACULIN



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Assets & Qualifications:

I am a competent and highly professional 7-in-1 person with more than several years of experience in the field of IT Support, Networking, IT and Office Procurement, Document Controlling, Asset Management, Admin Coordination, HR Admin Support, Tendering and Bidding as well Event coordination in Oilfield and Gas Industry.

I have proven myself as an expert in developing solutions for any complex problems; providing out of the box solutions then resolving or escalating them to the necessary team when necessary. Possessing excellent analytical skills, able to handle tasks and challenges head on efficiently while working under pressure either on my own or as part of a team.

My main focus has always been delivering customer or client & user's satisfactions that meets and exceeds business needs which will allow me to become a valued asset in every company.

My range of experience and contacts in different companies here in Saudi Arabia enables me to get the best deal and services in terms of procurement and service.

Certifications: CompTIA A+ Certified Professional, MCP, MSCA Windows 2003, MSCA with Messaging Windows 2003

Work Capabilities: Could handle the following works in the company; IT and technical support, procurement manager, HR administration, document controlling, material expeditor, admin support, bidding and tendering for different projects, creating different company's document forms, company policies, work flows, designing company ID and other admin works

Education and Experience:

- Experience in Microsoft Windows environment, specifically Windows Servers;
- 26 + Years' Experience in Information Technology in the area of Networking, System Setup, Design, Implementation and Troubleshooting;
- Experience in system backup, email systems, and directory services;
- Expertise and functional specialist support to maintain the current site-unique baseline for Windows servers / workstations / laptops and the migration to the global DoDIIS baseline.
- Experience in HP Open View Asset Center Ver. 5.01
- Experience in Active Directory and Group Policy Management as well in SMS 2003 and IT Security Policy;
- Experience in documentation and asset tracking for large numbers of systems and equipment;
- Experience with anti-virus software and detection/removal tools.
- Knowledge in DNS, DHCP, WINS, SMTP, TCP/IP and File/Print services;
- Knowledge and familiarity in computer hardware including PCs, servers, MFPS, fax, copiers, scanners, digital senders, plotters and printers;
- Knowledge in LAN/WAN connections including T1, T3, VPN, VLAN, etc.;
- Knowledge in commonly used equipment, concepts, practices, and procedures within Data Center Operations;
- Knowledge in Cisco routers/switches and wireless technology;
- Familiarity with firewalls, network security, intrusion detection and load balancers;

- Knowledge in desktop imaging software such as Ghost;
- Maintains system performance by performing system monitoring and analysis, and performance tuning; troubleshooting system hardware, software, networks and operating and system management systems; designing and running system load/s testing; escalating application problems to vendor.
- Secures system by developing system access, monitoring, control, and evaluation; establishing and testing disaster recovery policies and procedures; completing back-ups; maintaining documentation.
- Prepares users by designing and conducting training programs; providing references and support.
- Upgrades system by conferring with vendors and services; developing, testing, evaluating, and installing enhancements and new software.
- Establishes system specifications by conferring with users; analyzing workflow, access, information, and security requirements; designing system infrastructure.
- Establishes system by planning and executing the selection, installation, configuration, and testing of PC and server hardware, software, LAN and WAN networks, and operating and system management systems; defining system and operational policies and procedures.
- Administer network workstations, utilizing one or more TCP/IP or non-TCP/IP networking protocols and/or one or more UNIX-based or non-UNIX based operating systems.
- Evaluate and/or recommend purchases of computers, network hardware, peripheral equipment, and software;
- Investigate user problems, identify their source, determine possible solutions, test and implement solutions.
- Install, configure, and maintain personal computers, Novell networks, UNIX workstations, file servers, Ethernet networks, network cabling, and other related equipment, devices, and systems; adds or upgrades and configures modems, disk drives, data acquisition boards, CD ROM units, printers, and related equipment.

Attitudes and Skills:

- Commitment to deadlines and willingness to meet the needs of 24x7 environment;
- Ability to work well with team members in a strong team environment to achieve common goals and lead by example in support of the “We care” philosophy;
- Strong troubleshooting and problem solving skills;
- Creative and can think outside of the box;
- Maintain a professional, approachable and positive attitude;
- Strong verbal and written communications skills;
- Exceptional communication and follow-up skills
- Excellent Customer service skills;
- Ability to multi-task in order to meet inbound call service levels and escalates appropriate issues;
- Have a passion for technology and strong initiative to learn and apply new technologies;
- Ability to present ideas in business-friendly and user-friendly language;
- Maintains professional and technical knowledge by attending workshops, reviewing professional publications, establishing personal networks, participating in professional organizations;
- Willingness to learn;
- Respect authorities and hierarchy structure;
- Meet company timelines and objectives;
- Capable of working long hours and under stress;
- Team Player

Role Purpose:

- Responsible for installing, maintaining, troubleshooting and tuning central computing systems/data centre infrastructure, providing reliable and secure computer services to all users.
- Additionally responsible for ensuring proper implementation of systems security and controls in line with the procedures for best resources utilization.

Key Accountabilities:

IT Helpdesk Knowledge:

- Troubleshooting basic end user issues on various software applications, hardware, network, and telecommunications systems and provide basic desktop support.
- Escalates unresolved problem/issues/requests to the proper tier 2 and 3 support team.

- Primary responsibility is user support and customer service. Being present and available to clients requiring technical assistance.
 - Handle and answer end user's IT support inquiries through available support channels.
 - Become familiar with each client and their respective applications.
 - Learn fundamental operations of commonly used software, hardware, and other equipment.
 - Follow standard Service Desk operating procedures; accurately log all Service Desk tickets using the defined tracking software.
 - Support and administrates standards Desktop and end user's applications by defining users accounts, proper users' privileges and control users' accessibility as per the agreed procedures and SLA.
 - Proactively inform end users of known problems, which could affect their relevant business area.
 - Inform end users of any schedule systems maintenance, development other activities, which affect the availability of their systems.
 - Analyze Incident trends, and recommend and implement actions, with approval, to reduce Incidents.
 - Increase the availability of self-help capability, such as through providing on-line FAQs and help documentation for common issues across IT Helpdesk.
 - Adhere and Implement IT operations best practices.
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- Active Directory of user management
 - Provide basic network support & administration
 - Ability to provide desktop support for all users
 - Excellent customer service, written, and verbal communication skills (customer oriented)
 - Availability to work rotating shifts to include nights, weekends, and holidays to support 7/24/365 to support business operations on an as needed basis
 - Provide IT assistance to VIP & High profile end users in an excellent customer service, written, and verbal communication.
 - Provide technical assistance and support for incoming queries and incidents related to computer systems, software, and hardware.
 - Provide assistance concerning the use of computer hardware and software, including printing, installation, word-processing, electronic mail, and operating systems.
 - Experience resolving standard Windows desktop, Office applications, Emails issues, and networking.
 - Respond to queries over the phone/email or in person.
 - Record all information associated with incidents, problems and/or requests in the IT Service Desk ticketing system in an accurate and timely manner.
 - Following up with end users to ensure full resolution of issues
 - Experience with ticketing tracking systems and meeting ticket resolution (SLAs)
 - Experience with desktop support tools and the ability to quickly learn new tools and technologies
 - Manage desktops configuration and image development, patch management design and implementation, and desktops and systems deployment
 - Help users tie to the network, printers, file server, SharePoint, Office365, Outlook email and resolve any technical issues
 - Moves and Changes – Help users move to new offices, and reconnect network and equipment
 - Setup of network printers & scanners
 - Help for meetings using Microsoft Teams
 - Manage IT assets and Incidents

System Support:

- Provides technical support within the IT Division, including during the solution design process of application systems in analyzing the impact of new recommended packages, applications, etc. regarding system and network design and performance.
- Monitors systems performance to identify and rectify systems bottlenecks and malfunctions.
- Monitors and troubleshoot systems hardware and software problems and ensure their prompt and satisfactory resolution.

Infrastructure Management:

- Develops Infrastructure capacity plans to support corporate business and technical applications, in collaboration of respective IT Division staff.
- Provides continuous administration and support of Infrastructure & Operations landscape, comprised of

- Servers, Storage, Backup, Remote
- Administration, Internet/Intranet Applications
- Ensure systems availability, integrity, reliability and optimum usability by minimizing risk factors and safeguard infrastructure investments
- Implements and provides support of Office Collaboration applications such as corporate e-mail and Messaging System, Fax, Video Conferencing.

Information Systems, Security & Access Control Solutions:

- Plan, tests, evaluates and carries out testing / installation / upgrade of operating systems, application packages, and security management tools for systems and ensure that the implementation is executed according to an agreed plan and time scale.
- Implements, in consultation with user departments, logical access controls security to the various systems by ensuring that user get access only to those functions/data required for their operations, in consultation with user departments.
- Supervises and controls the provision of technical support to all users in diagnosing faults malfunctions of any of the different Operating Systems, subsystems and systems infrastructure and determines appropriate corrective actions.
- Participates in the implementation and testing of the contingency and Disaster Recovery Plans to ensure continuous availability of the IT systems.
- Develops check-point, backup and recovery procedures for use by operation staff, and application development teams. Coordinates major recovery operation with users and other IT staff as appropriate.

Policies, Systems, Processes & Procedures:

- Direct the development and establishment of appropriate policies, procedures, standards, methods and quality control for IT operations and performance.
- Develops procedures required to carry out the installation/upgrade and keeps them up to date.
- Budgets & Cost Control :
- Coordinates the preparation of the Department's Budget and Business Plan and ensures effective control and implementation. Includes monitoring expenditure against budget through review of monthly expenditure reports and follows up with subordinates to prepare appropriate justifications for significant budget variances.
- Develop policies and procedures for business continuity planning, loss prevention & fraud prevention and privacy
- Identify security initiatives and standards
- Ensure security is maintained and updated and develop procedures to ensure physical safety of employees and visitors
- Manage the development and implementation of global security policy, standards, guidelines and procedures
- Prioritize security initiatives and develop network access and monitoring policies
- Investigate security breaches and develop emergency procedures and incident responses
- Conduct audits and develop risk management assessments
- Create global security policy, standards, guidelines and procedures to ensure ongoing maintenance of security
- Compliance with facility policies, procedures and practices and ensuring alignment with company policies

Supervision of Subordinates:

- Guide, direct, coach, train, develop and motivate team leaders and department personnel (including developers) to work to their best potential and display a high degree of customer orientation.
- Provides work direction to contracted Systems Engineers, Supplier's Systems Engineers, and other consultants engage in the installations and support of software/hardware.
- Continuous Improvement :
- Stimulate subordinates and contribute to the identification of opportunities for continuous improvement of Information Technology Division's systems, processes and practices taking into account 'international best practice', improvement of business processes, cost reduction and productivity improvement.
- Number and quality of improvements are line with corporate expectations and implemented.

Document Controller Abilities and Knowledge:

- Preparing weekly / monthly report and submit it to project Control Division of Saudi Aramco.
- Expediting OOK/IK transmittals, letters and TQ's to the assigned champion.
- Daily updating of OOK/IK transmittals, letters and TQ's.

- Provides support to proponent, operations, Construction (SAPMT).
- Preparing comment sheet for the champions and preparing transmittals before sending it back to Contractor after Company Representative Approval.
- Maintaining the accuracy of issued IFC drawing, ISO, Weld Map & As Built.
- Upload all the documents received from Contractor to Saudi Aramco share folder.
- Uploading all QA-QC documents in Aconex or EPM Contractor Portal / Citrix such as RFI, Procedure, Method of Statement, Job Safety Analysis, CV Candidates etc.
- Monitoring and Expediting Saudi Aramco response based on the submitted documents.
- Overall, in charge to all Documents (Incoming / Outgoing) from SAPMT to Proponent
- Overall, in charge in uploading all submitted documents to Aconex or EPM Contractor Portal to SAPMT EPM Portal.
- Processing all the documents in related to TIE IN.
- Processing all material gate pass access in the project
- Processing all Work Permit Receiver given by Contractor & Sub Contractor
- Processing all Temporary Gate Pass of Contractor & Sub Contractor.
- Upload all the scanned documents through our SharePoint portal
- Registering of internal and external documents.
- Maintain document control registers/documents for incoming and outgoing project documents.
- Ensure that the latest revision and approval status of drawings is kept updated continuously.
- Maintain stick files in an orderly manner.
- Production of status reports for weekly / monthly meetings
- Ensure all hard and electronic copy distribution of controlled documents to the focal point.
- Maintain documents for transmittal process for project documentation.
- Respond to queries regarding revision status of issued drawings/documents from engineering/drafting personnel.
- Follow procedures and update document control procedures when necessary.
- Manage the electronic and hard copy filing of project related technical documentation.
- Assure document quality to include completeness, accuracy, and compliance with established procedures and updates.
- Filing and archiving of documentation to facilitate easy retrieval at a later date.
- Sending of Drawing Transmittals and Submittals.
- Ensuring that drawing transmittals are acknowledged in case there is a dispute on whether the drawings were transmitted.
- Manage the document/drawing review process, Internal and External.
- Archiving data for historical purposes.

Work Experience:

Initial Saudi Group - King Salman Energy Park Project

P. O. Box 4312, Al-Khobar 31952

Kingdom of Saudi Arabia

August 1, 2020 – Present

Position: Admin Assistant / IT Support Engineer / Document Controller

Description:

- 📁 Input document data into the standard registers ensuring that the information is accurate and up to date.
- 📁 Handing all in-coming & out-going documents issued by client & sub-contractor.
- 📁 Maintain updated records of all documents and drawings.
- 📁 Maintain the files and control logs as required by the project procedure & standard.
- 📁 Makes sure that controlled copies of latest approved documents and drawings were given to the appropriate staff or discipline leads as per distribution list provided by project manager.
- 📁 Maintain the documents and drawings in the safe custody with easy traceability.
- 📁 Maintain records of all in & out documents issued by Engineers and Managers.
- 📁 Develop and maintain document control processes for the efficient management.
- 📁 Maintain a proper and user-friendly filing and document control system.
- 📁 Manage and monitor all document controlling works such as transmittal, sample materials approval and letters.
- 📁 Coordination support with PMT (maintenance, IT, Security gate access and logistics) and Head office for any site events and works such as site visits, trainings, meetings, and other site activities.

- 📁 Manage and safekeeping of team service vehicle.
- 📁 Handle all stationary request or any materials needed for the team.
- 📁 Monitor and updates the team annual leave and vacations.
- 📁 Provide IT support for our Team and anyone from Head office coming here in the site.
- 📁 Do all Admin works for the team.
- 📁 Update and monitor the team Share folders for all project documents, transmittals logs and activities.
- 📁 Prepare Weekly Highlights report to be send in head office.
- 📁 Prepare all transmittal documents and letters to be sent in PMT in response to any transmittals/letters sent by PMT.
- 📁 Process all the gate pass, site access, vehicles sticker and IDs for the site

Branch of China Petroleum Pipeline Engineering Co. Ltd
P. O. Box 4312, Al-Khobar 31952
Kingdom of Saudi Arabia
March 6, 2018 – June 6, 2020

Position: HR Administration / IT Support Engineer / Procurement Engineer

Description:

- 📁 Created the HR administration database from scratch, collecting information and organizing the 201 files for all CPP employees and contractors.
- 📁 Manage the manpower requisition in the Philippines for the new hire, coordinating to approved agency Jobsconnect Manpower Agency for all the necessary document and papers required for the deployment of the workers.
- 📁 In-charge for the purchasing the computers, laptops, MFPs, printer and other peripherals by creating the RFQ and sending it to the vendors for the quotation as well working closely to the Contracts Department for selection of the vendor.
- 📁 Manage administrative functions within department to include assisting Administration Manager with human resources, recruitment, hiring and completion of new-hire administration processes.
- 📁 Demonstrated capacity to provide comprehensive support for human resources and personnel officers including scheduling meetings, coordinating travel, and effectively managing all essential tasks.
- 📁 Highly focused and results-oriented in supporting complex, deadline-driven operations; able to identify goals and priorities and resolve issues in initial stages.
- 📁 Adept at developing and maintaining detailed administrative and procedural processes that reduce redundancy, improve accuracy and efficiency, and achieve department quality objectives.
- 📁 Main key for documentation process in administration department.
- 📁 Performs other office duties such as ordering stationary supplies, toners for printers/MFP, maintaining record of vendor's management systems, and monitoring the stocks for all supplies.
- 📁 In-charge for processing visa's like tourist, visiting and working visa for all CPP employee.
- 📁 In-charge for booking of airline tickets for all CPP company employees' annual leave vacation and business trips.
- 📁 Processing Medical Insurance for all new CPP employees.
- 📁 Maintaining the 201 personal file of all CPP employees including passport, iqama, driving license, national ID for local Saudis and other personal documents.
- 📁 Monitor and checking the vacation and sick leaves of all CPP employees.
- 📁 Assist employees for approval of their application of vacation leaves, benefits and medical insurance.
- 📁 Update the company organization chart periodically as per required by the Management.
- 📁 Created Employee's evaluation form for the management and department usage for their employees.
- 📁 Design and created the company's ID, visitor's ID card, Meal card for mess hall, and JCC welder cards as per Management requirements.
- 📁 Provide technical support for hardware, software and networking in all IT related matters
- 📁 Create email for new employees and configure it to their system.
- 📁 Coordinate to vendor's technical and sales support for any complains, deliveries and queries from the Contract Department.
- 📁 Created the following forms, 201 Employees information form, Clearance Form, joining letter form, business card request form, contract renewal form, medical insurance application form, hand-over form, employment termination form, manpower request form and employees request forms.
- 📁 Update the HR administration management for employee's whose iqama and visa will expire accordingly.
- 📁 Created monitoring Excel sheet for our all the e-ticket and visa provided for all CPP employees to avoid visa expiry as well to keep inform the employees for their visa and ticket.

Gulf Channels for Maintenance and Support Services L.L.C.

P. O. Box 3012, Dammam 31471
Kingdom of Saudi Arabia
June 5, 2017 – March 5, 2018

Position: IT Maintenance Supervisor

Description:

- 📁 Supervises technicians of the maintenance department in accordance with organizational policies and goals.
- 📁 Provide technical support for hardware, software and networking in all IT related matters for customers.
- 📁 Ensures proper functioning and implementation of the organization's maintenance systems and makes upgrades as necessary.
- 📁 Helps business operations groups utilize information systems to improve their efficiency.
- 📁 Keeps computer equipment, hardware, network and software updated to meet customer needs.
- 📁 Assigned service call tickets to all technicians for day to day work.
- 📁 Create daily work accomplishment reports for all technician as well weekly reports to be submitted to the management.
- 📁 Configure Wi-Fi devices such as mobile, smart phones, laptops and workstation for Internet usage.
- 📁 Configure Emails to the customers through MS Outlook.
- 📁 Coordinate to service and sales support for any complains, deliveries and queries from the customers.
- 📁 Create cross-function workflows for attending service call tickets, handling AMC work, pull-out of machine was created and followed by all technician.
- 📁 Monitoring service & sales quotations, repair estimation requests, invoices and purchase orders.
- 📁 Implemented Tray (IN and OUT) monitoring system for paper trail tracking as well to expedite the action for each task assigned.
- 📁 Update old forms such as Daily P.O. Status, Technical Reports, Cheque Request, Turn-over forms for technicians, Pull-out forms, delivery and receiving forms.
- 📁 Created Job Order Card for pull-out machines from customers as well service units of our company that brought to workshop for repair. Technicians should filled-up this job card so that we can monitor all the machines that are coming IN and OUT of the workshop.
- 📁 Created Customer Satisfaction Survey form to provide us with the opinion and comments of our customers on our service and performance.
- 📁 Created Quotation/Estimation Request monitoring sheet to check the status of all repair estimation request that we have submitted to our customer. This will expedite the approval action of the customer on their repair machines or units.
- 📁 Created monitoring Excel sheet for our VIP Customers to avoid delays of service and delivery as well to keep them satisfied and happy.
- 📁 Modify and organized the list of all AMC contracts and Rental units, review and study those contracts. Implemented Service Call Report form to be used by our technician whenever they visit or attend service calls to our customers. This will be signed by the technician and customer, and will be used for reference for tracking customer's machine history problem. It is a three (3) copies form, original for customer, 1 copy for technician and 1 copy for maintenance department. This will monitor the technician's daily schedule as well the number of tickets he attended in a day.
- 📁 Organized the maintenance workshop and storage rooms.
- 📁 Monitors all pending machines in the workshop and ask the technician to expedite the repair and create technical report for the machine.
- 📁 Resolved complaints issue from customers, calling them as well sending apology emails for the delayed service and deliveries as well poor service.
- 📁 Process online vendor registration in Royal Commission, SABIC, Saudi Aramco, Maaden, SADARA, and DPS.
- 📁 Support and help purchasing team for their schedule and coordinate it to our technician whenever they visit a customer for some material deliveries.
- 📁 Assist and accompanied our technician whenever they have IT related problem with copiers and printers.
- 📁 Monitored the in and out of machines, spare parts in the storage room outside the main door. Technician is advised to log the machines or spare parts they are taking out of the storage room.
- 📁 Go and visit current customers, study their current setup and get their requirements then present the 3-5 years MFP leased of new machine from Samsung and OKI. We will utilize our partnership with Al-Eqtessad. We will start with Al Mouwasat Hospitals, AFI, Al-Hugayet, Abdul Mohsen Tamimi, SOMAC, Globe Group, Al Ayed, and others.

Consolidated Power Projects Ltd. Co.
P. O. Box 2008, Khobar 31952
Kingdom of Saudi Arabia
May 15, 2012 – June 4, 2017

Position: Sr. Document Controller/IT Manager

Description:

- ☞ Create tender documents to be used in bidding for SEC/Marafiq/Saudi Aramco/SABIC and other companies that our company was invited to participate.
- ☞ Provide technical support for hardware, software and networking in all IT related matters.
- ☞ Configure our MFP to be used for scan to email as well as network printer.
- ☞ Installation of computers, router, Ethernet switch, printers, fax machine and other related peripherals.
- ☞ Send RFQs to all vendors both local and international as well followed up their offers and quotations.
- ☞ Review all the tender documents and organized it according to the standards of SEC/Marafiq/Saudi Aramco/SABIC and other companies.
- ☞ Perform all the duties and responsibilities of a secretary such as making correspondence, and others
- ☞ Configure Wi-Fi devices such as mobile, smart phones, laptops and workstation for Internet usage.
- ☞ Configure MS Outlook for Email messages to all users through our MS Exchange Server.
- ☞ Scheduled to be trained as IT Manager for all computer and IT related manners in the office, trainings will be done in South Africa including the special software IPAS (tendering software of CONCO).
- ☞ Manage and maintain all important documents either for a particular project or whole organization and assures accessibility and stored properly.
- ☞ Coordinate all activities related to document control procedure, including technical documents, drawings, and commercial correspondence.
- ☞ Input document data into the standard registers ensuring all the information is accurate and up to date.
- ☞ Generate and prepare the various document control reports as required. Typing of site documents, and follow-up of all the site needs.
- ☞ Ensure that controlled copies of latest approved documents and drawings are given to the appropriate staff, subcontractors and suppliers as applicable.
- ☞ Make sure that the documents and drawings are under safe custody without any damage or deterioration with easy traceability. Maintain the files and control logs as required by the project.
- ☞ Controls, manages and maintains company records and files to a higher degree of reliability and Security.
- ☞ Performs documentation audits and audit trails.
- ☞ Keeps track of all company records by looking through both hard files and computer database files on a regular basis.
- ☞ In the process of keeping track of any changes occurring with these documents, the controller highlights any type of document modifications so that these changes can be viewed by upper management personnel.
- ☞ Controls, manages & maintains company records & files in accordance with the company's document control system and document handling policy.

Saudi Aramco Project –ECSD/ENOD

Al-Falak Electronics Equipment & Supplies Co.

P. O. Box 2062, Khobar 31952

Kingdom of Saudi Arabia

May 15, 2010 – May 14, 2012

Position: System Analyst (ECC Helpdesk and ECC Asset Management Group)

Description:

- ☞ Answer's user queries and resolved Remedy tickets assigned.
- ☞ Work as 1st and 2nd level of support for any PC-related problems by the users.
- ☞ Open and fulfill Service Requests.
- ☞ Assign and log all information needed related to reported problems such as Severity/Priority, category for the request.
- ☞ Resolve Trouble Tickets by remotely or conduct site visits.
- ☞ Contact customers for necessary arrangements.
- ☞ Resolve first and second level Trouble Tickets within appropriate agreed service levels.
- ☞ Document all resolutions for both Remedy and Knowledgebase.
- ☞ Escalate problems to third level support whenever it is needed.
- ☞ Create documentations for all ECCHD procedures, policies and general documentation
- ☞ Create presentations for ECCHD whenever the they need to do some presentation for users and the management
- ☞ Updates all ECCHD information such as telephone directories, organizational chart as well the tasks and responsibilities of the each group.
- ☞ Provide technical assistance as required by other groups.
- ☞ Working with EEAMG in the HP Workstation Replacement, creating REs and verifying all the necessary information for the replacement.

- ✎ Creating a reports based on the user request for their Assets in their department such as all ECC Hi-End Linux Workstations, all ECC Plotters and network printers, all PEASD and EASD Workstations, NAODD Assets, all Personal Printers, Out-of-warranty Laptops, all Hi-End Workstations warranty expiration.
- ✎ Updating some devices in the maintenance contracts in ENOD Planning and Staff Development in Asset Center.
- ✎ Assist ENOD Planning & Staff Development group on the printing their reports in HP Plotters as well assisting him in creating presentation for the management.
- ✎ Generating EEAMG group statistics Report every week.
- ✎ Assisting EEAMG in some Remedy tickets for creating a view requested by the user for their Assets.
- ✎ Work and follow up with ECTD for the pending remedy tickets
- ✎ Work with PMT group in Remedy tickets
- ✎ Updating user Assets in Asset Center.
- ✎ Updating ENOD organizational Chart
- ✎ Measurement for the vendors' performance
- ✎ Validation of closed work orders prior to the billing
- ✎ Creating Weekly status reports / statistics for EEAMG and vendors
- ✎ Develop ad hoc reports, also few crystal reports for EAMG and for other departments
- ✎ Prepare list and coordination for all replacement programs, printers, laptops, W/S
- ✎ Remedy coordination and EAMG email during monthly turn
- ✎ Manage Peregrine problems arisen from the E&P customers
- ✎ Meeting with department coordinators
- ✎ Coordinate aspects of mishandling equipment with ECC customers
- ✎ Perform peregrine administrations such as re-routing requests, users' profiles (access) and locations
- ✎ Asset Data Quality
- ✎ Liaison external requests from IT, ECTD, CRM and user representatives
- ✎ Transfer assets between ECC and IT
- ✎ Processing and coordinating Missing and Misuse Assets
- ✎ Manage / coordinate changes to the Peregrine billing requests for maintenance contracts
- ✎ Create notification and escalation for any problem raised by the user on their Assets
- ✎ Manage documentations for all EAMG, making it as Standard Documents based on ENOD template.
- ✎ Create forecasting views in Asset Center for weekly, monthly, annual periods for various types of assets (computers, laptops, printers, etc.)
- ✎ Develop views in Asset Center for ECTD and management that streamline the creation of regular and special reports
- ✎ Produce reports that show trends in acquisition, usage and replacement for the various E&P departments through Asset Center and Excel
- ✎ Manage clean-up and housekeeping activities of the data in Asset Center, ensuring the integrity and completeness of the information
- ✎ Develop and suggest enhancements to the Asset Center workflows and process to improve efficiency and enhance response time

Saudi Basic Industries Corporation (SABIC) Project
Al-Falak Electronics Equipment & Supplies Co.
P. O. Box 10040, Al-Jubail Industrial City 31961
Kingdom of Saudi Arabia
July 1, 2005 – March 31, 2010

Position: MFP Support Administrator / End-User Support Engineer

Description:

- ✎ Implements and perform system administration and support activities relating to the company Network Services. Involves planning and defining requirements, installation, configuration and administration of network services and related applications, which include network operating systems, shared network resources, Microsoft application servers, electronic messaging systems, Internet and Intranet, remote access services, network servers and workstations, virus control, data backup and restore, software and hardware upgrades, etc. Provides training to new users.
- ✎ Provide technical support for all computers, laptops, print servers in all SABIC affiliates, printers, barcode label printers, scanners, MFPs and wide-format printer (both network and local.)
- ✎ Expertise in HP Web JetAdmin for monitoring all local and network printers, plotter, scanners.
- ✎ Installation, configuration and administration of all network and local printers using HP Web JetAdmin 10.0 and Lexmark Mark Vision Utility 11
- ✎ Coordinator and MFP support administrator to all vendors in all printing and imaging devices in SABIC and its affiliates.

- ☞ Review and supervise all existing maintenance contract of printing and imaging devices in SABIC and its affiliates.
- ☞ Technical Team Lead in the MFP printing strategy project for SABIC and its affiliates create the presentation for the managers and section heads as well provide all the necessary documents for the said project mentioned above.
- ☞ Supervise the technical evaluation of all MFP devices provided by the vendors.
- ☞ Printer Administrator for LIMS application and barcode & label printers.
- ☞ Printing and imaging evaluator for all requests of new devices in all SABIC and its Affiliates.
- ☞ Maintain and monitor the MS SharePoint Portal Server for our Group as well our own Website.
- ☞ Manage and updates the MFP Website for new categories and updates in the project.
- ☞ High-Level of discretion and professionalism in dealing with security-sensitive and confidential company information.
- ☞ Responsible for the design, development and implementation of IT Printing Security Policy for whole SABIC
- ☞ Identify research, analyze new technology and implement appropriate solutions for the MFP project.
- ☞ Maintain and track up to date system documentation and inventory.
- ☞ Conduct technical studies and research to determine feasibility, cost, time required and compatibility with current SABIC System.
- ☞ Coordinate to all SABIC Team Leader for the new technology in Printing and Imaging especially in MFP devices.
- ☞ Manage, audit and monitor all print servers in SABIC and its affiliate's kingdom wide using Print Manager Plus, HP Web JetAdmin and Lexmark Mark Vision utility.
- ☞ Maintain an accurate, up-to-date inventory of printers, scanners, copiers, fax and MFPs.
- ☞ Update Remedy Assets Management for all the relocation and installation of new devices.
- ☞ Supervise the inventory and asset management in SABIC Affiliates and consolidates all the data gathered.
- ☞ Provide technical knowledge and assistance to all End-user Support/On-site Technicians in all SABIC and its affiliates
- ☞ Provide 1st, 2nd and third level support for PC, laptops and other peripherals.
- ☞ Provide training, technical assistance for all printing and imaging devices to all End-user Support/On-site Technicians in all SABIC and its affiliates
- ☞ Handles the MFP Technical support team for the new MFP specification and requirement of SABIC.
- ☞ Monitors and check the KPI and support of all MFP vendors for whole SABIC Affiliates.
- ☞ Creates presentation and slide show for the MFP Campaign in all SABIC Affiliates, updates of the current status of the project to the high level management.
- ☞ Resolve different issues in the print servers in all SABIC Affiliates such as server hanging, MFP and printers getting offline and other printing related problems in the servers.
- ☞ Responsible for the weekly and monthly meeting with the MFP vendors for any issues or problem to the MFP project.
- ☞ Coordinate to Data Center Virtualization team for the virtualization of the old print servers in all Jubail SABIC Affiliates.
- ☞ Coordinate to the IT Messaging Team for the inclusion of all MFP devices in the MS Exchange Server for all SABIC Affiliates for the Scan to Email function.
- ☞ Create SSRS Account and email groups for our MFP vendors.
- ☞ Create new categories in the MFP project based on the requirements of the customers as per instructed by MFP project manager.

Saudi Aramco Project –Research and Development Center
Al-Khaleej / Al-Falak Electronics Equipment & Supplies Co.
P. O. Box 2062, Khobar 31952
Kingdom of Saudi Arabia
October 13, 2000 – April 30, 2005

Position: System Analyst/LAN Administrator

Description:

- ☞ Provide technical support for hardware, software as well LAN Administration to all users in R & D Center.
- ☞ Create Service Requests in Peregrine system to process approved HW/SW/Communications requirements, follow up with the Admin Area for related issues and assign items to employees when they arrive
- ☞ Installation, configuration and administration of Windows 2000/NT Server/Pro/XP
- ☞ Manage, configure and maintains all network printers in the network (EXPEC and IT).
- ☞ Process all relocation and return request of EXPEC machine through SEFAT, a mainframe application and PEREGRINE SYSTEM.
- ☞ Coordinating dial-up, dial-back and Internet access to the Access Control and Disaster Recovery Unit.
- ☞ Coordinate all needed computer, network and audiovisual requirements for VIP visits in the Center.
- ☞ Protecting and recovering the files with Backup, Restore (VERITAS BackupExec, Netbackup Omniback) and Disk Administration with RAID – Disk Mirroring, Disk Stripping etc.
- ☞ Installing Oracle client database software's and mainframe application in all users.

- ☞ Operate the Video Conference facility available in the Auditorium and maintain the Audio system installed in the Atrium.
- ☞ Assist in the Design and implementation of Management Information Systems which can assist management in supporting business decisions.
- ☞ SAP Basis Administration, including installation and setting up the SAP Systems, clients, user interfaces, Administrating SAP security and database and maintaining entire SAP system environment
- ☞ Planning, designing, implementing, testing, troubleshooting, maintaining and administration of computer networks using Windows NT/2000/XP client/server Install and configure Windows based operating systems (Win9X/NT/Windows2000/XP).
- ☞ Handle all replacement programs for computer and printers, including updating user information and device location to be replaced by IT and help IT in the installation when the replacement computers arrive.
- ☞ Set up user network accounts and configure user profile, configure user exchange accounts and trouble shoot mail and network problems.
- ☞ Troubleshooting a wide range of network problems in clients viz. DNS/WINS/DHCP configuration, setting TCP/IP, NetBEUI, IEEE 802.2 parameters, IP conflicts, Domain connectivity, Trust relationship settings
- ☞ Assist users to configure instrument equipment for the Laboratory and integrating to a computer.
- ☞ Installing, configuring and troubleshooting various types of printers over the network through Print Servers, HP Jet Direct, TCP/IP printing, etc.
- ☞ Maintain and operate the advanced audiovisual system in the Center's main Auditorium including coordinating with the vendors to fix problem when needed.
- ☞ Maintain the Center's computer Inventory system as well updating the Peregrine System database.
- ☞ Maintain the building's security system software and programming requirements including adding new employee ID cards in the programming door locking timing, programming cameras and digital recorders in addition to coordinating with the security system's local vendor for more sophisticated jobs.
- ☞ Maintain and operate all the audiovisual equipment in all conference rooms in the building.
- ☞ Maintains the Center's computer inventory and helps users in providing services to facilitate their work. LAN Admin/CSL responsibilities for all employees in the center and also helps scientists in the configuration of instruments computers, which are connected to high-tech laboratory instrumentations
- ☞ Install SPA (Salary Planning Administration) to all supervisors, superintendent, coordinator and manager.
- ☞ Manage the R & D Center yearly forecasted HW/SW requirements for the whole department.

Institute of Public Administration
P. O. Box 205, Riyadh 11141
Kingdom of Saudi Arabia
August 15, 1998 – August 15, 2000

Position: Senior Network Engineer

Description:

- ☞ Perform cable termination, network backup and network support in all users (500+) and 25 Computer laboratories including branches.
- ☞ Provide technical support for hardware, software and networking.
- ☞ Knowledge in Structured Cabling, design and termination, routers, frame relays and Ethernet switches.
- ☞ Installation of servers, computers, hubs, switching hubs, printers, modems, scanners, Apple Macintosh and other related peripherals.
- ☞ Repair and perform trouble shooting on the defective units sent by the users to the Computer Center.
- ☞ Perform Imaging (Ghost Image) to all workstation in computer laboratories.
- ☞ Provide Network support to our five (5) Novell servers (3 Ver. 4.11 and 2 Ver. 3.11), Windows NT Ver. 4.0 (1 Primary Domain Controller, Oracle Server, Proxy Server, SQL Server, MS Exchange Ver. 5.0, 3 Backup Domain Controller in remote branches), Cisco 7200, 2500 Routers with two ISDN line of 64 KBPS and one 512 KBPS and AMDAHL Mainframe with Four (4) 3174 Cluster Controller for IBM terminals. (Our backbone is Fiber Optic but we also use Fast Ethernet Switch to boost the speed of our network and to avoid the bottleneck in network traffic).
- ☞ Configure some workstation for Internet usage through our Proxy server.
- ☞ Setup network printers to the users for both Novell and Windows NT.
- ☞ Configure MS Outlook for Email messages to all users through our MS Exchange Server Ver. 5.0
- ☞ Configure PC's to access our mainframe using Farabi Technology software (Siter Workstation), CDNET software for CD-ROM server in Library and Al-Nadeem for query in Library.

Boldtech (B) Sdn Bhd
Block J, Unit 14, 1st Floor,

Abdul Razak Complex, Jalan Gadong 3180
Bandar Seri Begawan
Negara Brunei Darussalam
November 24, 1995 – June 23, 1998

Position: **Computer Trainer/Network and Computer Support Engineer**

Description:

- ☞ Provide trainings and seminars to the users with different nationalities and high level of management groups.
- ☞ Create manuals for the trainings that I have conducted.
- ☞ Assembly, configuration and software installation on the pre-assembled and assembled computers.
- ☞ Installation and configuration of Windows NT Server Ver. 4.0 & 3.51 and Windows NT Workstation Ver. 4.1, Novell NetWare 4.1 and Windows 95 on the computer systems.
- ☞ Installation of servers, computers, hubs, routers, gateways, switching hubs, printers, modems, scanners, Apple Macintosh and other related peripherals.
- ☞ Design and implement of LAN and WAN using multiple protocol such as TCP/IP, NetBEUI, PPTP, DLC, Net BIOS and other related protocols for networking.
- ☞ Configuring Windows NT Server for remote services.
- ☞ Expertise in Ethernet and Fast Ethernet topology (10 and 100 BASE T).
- ☞ Configure modems (internal and external) for Internet usage.
- ☞ Provide technical support for hardware, software and networking.
- ☞ Repair and perform trouble shooting on the defective units sent by the customer to the workshop.
- ☞ Perform cable termination, network backup and network support in the customer site.
- ☞ Provide training and manuals to the users in Windows NT (Basic Knowledge of networking and getting in to their network system).
- ☞ Installation of 1500 units of NEC PinWriter in all government branches in Brunei.
- ☞ Configure MS Outlook for email messaging for both Internet and Intranet configurations.

☑ **Project Handled:**

- ✓ Installation of Windows NT Server 4.0 and 3.51, Windows NT Workstation 4.0 and Structured Cabling for the following customer in Brunei as well conducting seminars and trainings:

- ☞ QAF Auto (BMW) Sdn Bhd
- ☞ Brunei Press Sdn Bhd
- ☞ IRB Finance Berhad
- ☞ Jerudong Park Inc.
- ☞ AMS Technologies Sdn Bhd
- ☞ Informatics Computer School
- ☞ Bestin Sdn Bhd
- ☞ QAF Holdings Sdn Bhd
- ☞ Willis Faber Sdn Bhd
- ☞ Royal Brunei Catering
- ☞ Royal Brunei Airlines

Modern Electronics Establishment -Hewlett Packard Division
P. O. Box 1228, Jeddah 21431
K. S. A.
July 17, 1994 - September 5, 1995

Position: **Technical Support Engineer**

Description:

- ☞ Installation of HP products such as PC, Laser printers, and DeskJet printers, Networking Products such as Advance Stack Hubs, Network cards, Plotters, Scanners, NetServers, and other related peripherals.
- ☞ Configure and testing of the units before delivered to the customer site.
- ☞ Installation of software applications needed by client on his PC.
- ☞ Provide Hardware and Software support to all clients and answered on- line calls for the customers who need technical information about HP products.

- ☞ Installation of Local Area Network (LAN) using Novell 3.12 on the customer site, configuring, designing, and implementing the said Network configuration.
- ☞ Perform on-site service (including some of our clients in Yanbu, Taif, Abhur and Tabuk) like installation and troubleshooting for both hardware and software problems.
- ☞ Provide technical details for walk-in customer regarding HP Products.
- ☞ Render and furnish demonstration activity for new HP Products to all HP dealers in Jeddah.
- ☞ Provide technical support to all my colleagues for both hardware and software.

SM-Equicom Computer Services, Inc.
NRECA/ USAID Project (Nationwide Network Installation)
G/ F ODC Building
219 Salcedo St. Legaspi Village, Makati, M. M.
September 1, 1993 - May 31, 1994

Position: Systems Engineer (Team Leader)

Description:

- ☞ Responsible for matters pertaining to the systems integration project in any designated REC/ NRECA offices. Prepare reports such as condition of computer hardware and software installation, etc.
- ☞ Ensure quality assurance of all computer units and materials prior to any assembly, delivery and/or installation. Provide reports, as stated in the Project Management section for a quick processing of all requests, deliveries' warranty claims, or whatever the case may be.
- ☞ Make the necessary request for computer units and materials and assemble into the required integrated LAN System. Ensure the quality assurance, completeness, proper documentation and label of the whole-integrated system, subsequent to any delivery and installation, by stimulating the actual operations in a particular site.
- ☞ Responsible in coordinating with the local REC / NEA representatives & ensure smooth, speedy and well-orchestrated installation and training.
- ☞ Ensure that all required software Microsoft Windows 3.1, Freelance Graphics, Word Perfect 5.1, Lotus 123, Generic CADD, the Norton Anti-Virus and PC Anywhere are properly configured, installed and working in accordance to the clients' requirements.
- ☞ Responsible in assuring that all computer equipment intended to the recipient are properly turned-over and received by any of REC / NEA authorized local representative.
- ☞ Shall insure that all support be given to the recipient in terms of coordination, installation, configuration and other services (demonstration and preventive maintenance) concerning the fulfillment of duties and obligations with respect to the client.
- ☞ Insure that the team will work effectively and solidly towards one goal that is to serve the client and to handle difficult situations up with their demands. Make the necessary evaluation of the team.
- ☞ Provide basic and advance network administration training to network administrator of the Electric Cooperative for each site.
- ☞ Give Basic training for computer and networking to all users in the site.

SETECH
G / F ODC Building
219 Salcedo St. Legaspi Village, Makati, M. M.
July 12, 1992 - August 30, 1993

Position: Junior Engineer (in-house, Field and Maintenance Engineer)

Description:

- ☞ Perform troubleshooting and repair of PC's, printer and it's peripherals for both in-house and field.
- ☞ Prepare machines and software to be installed on the client site. Insure the quality assurance, completeness, proper documentation and label equipment and its peripherals, prior to any delivery and installation.
- ☞ Ensure that all required software needed is properly installed and working in accordance to the client's requirements.
- ☞ Shall ensure that all support is given to the client in terms of maintenance, installation and configuration with regards the fulfillment of duties and client's satisfaction.
- ☞ Provide preventive hardware maintenance on computers, printers and other peripherals, which included in the maintenance agreement between our company and customer.
- ☞ Configure PC and printers in client site.

- 📁 Provide hardware maintenance to all SM Department Store branches including outside Metro Manila, PAGCOR Casino Filipino and Hotels, Solid Bank, Banco de Oro, Central Bank and other clients.
- 📁 Perform installation and demo of Electrohome Projection System to some clients and hotels.

Educational Attainment

College: Pamantasan Ng Lungsod Ng Maynila (1988 - 1993)
Course: Bachelor of Science in Computer Engineering

Secondary: Florentino Torres High school (1984 - 1988)

Elementary: Francisco Benitez Elementary School (1978 - 1984)

Personal Background

Age: 48 years' old
Date of Birth: April 21, 1971
Sex: Male
Height: 163 cms.
Weight: 187 lbs.
Civil Status: Married
Religion: Christian
Nationality: Filipino

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

Arnel Santiago Faculin