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DAN GIL D.ARBAN

#20-c Saint Benedict street Tugatog Vientereales Valenzuela City Philippines

Career summary:

- ✓ Results-oriented IT professional with proven leadership skills with a progressive, 11 -year’s career in information technology in medium to large enterprise.
- ✓ Expertly manage technical support Team and operations, diligently troubleshooting issues to identify root causes and prevent recurrence.
- ✓ Extensive experience implementing and supporting Microsoft products including: Microsoft server 2008R2-2012 Active Directory, Exchange Server, Office 365,
- ✓ Strong knowledge of System and Network Infrastructure TCP /IP LAN and WAN technologies.

Resume Summary

Current Position : **IT Specialist/System Administrator** (September 17, 2017 – Present)
 Current Specialization : IT/Computer - Network/System Admin
 Highest Education : Bachelor's/College Degree in Engineering (Computer/Telecommunication)
 Years of Experiences : 11

Employment History

September 23,2018- June 06,2020



Arab Financial Services (Bahrain)
 Industry : Financial Industry

Work Description

- Manage the IT department, ensuring delivery of appropriate service, support and information to all users and on-site where the event takes place.
- Develop and maintain the IT strategy, including initiating and managing, when required, development projects to refresh or renew all IT systems.
- Managing Ticketing System Supporting All user’s, Installing, configuring Troubleshooting software, hardware and networks.
- Ensuring security of Data, network access and backup systems and efficiency of IT infrastructure.
- Responsible for the implementation and testing for Company various Project with all Bank Clients of IT systems to ensure continuous business operations.
- Application Support for all Bank Clients, User Management Level for Bank client request.
- Work with auditors and cross-functional team members to establish audit scope and schedules, while maintaining excellent relationships with them.
- Managing Active Directory, WSUS, Office 365, Microsoft Exchange 2016.Veritas Back up. Symantec endpoint

protection.

- Negotiating Vendors for Proper Upgrades for Hardware (Desktop, laptop) recommend best option for buying.

September 17,2017- September 11,2018



(Bahrain Project)

Employer: Khuseim Holdings

(Saudi Arabia, Dammam)

Position Title (Level) : IT Network Specialist

Industry : Telecommunication

Work Description

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- Act as 1st,2nd to 3rd level support and escalation point for IPTV related incident and problems.
- Delivery of television content over Internet Protocol (IP) networks OTT Platform.
- Scripting and development tools using Linux Command SSH, UDP, TCP and HTTP Protocol.
- IPTV monitoring and management solutions using Octocod Server, Configuring Cisco firewall ISA 5516 and Vpn remote connection through sites.

February 15,2017-August 2017



EMCO

(Bahrain)

Position Title (Level) : IT Manager/ Specialist

Industry : Construction

Work Description

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- Plan and manage the implementation of all business requirements in the ERP application.
- Benchmark, analyze, report on, and make recommendations for the improvement and growth of the IT infrastructure and IT systems.
- Oversees the effective implementation and administration of all I.T. plans, policies and procedures in order to ensure that the department delivers accurate services, which are in line with risk management guidelines and time management objectives.
- Manage the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including servers, PCs, operating systems, hardware, software, and peripherals.
- Negotiate and administer vendor, outsourcer, and consultant contracts and service agreements.
Assists in any other capacity as and when required.

December 2016-January 20,2017

Hewlett Packard Enterprise (HPE) | MIDDLE EAST (UAE, Dubai Internet City)

Position Title (Level) : System and Network Administrator (Senior/Supervisor Experience)

Specialization : IT/Computer - Network/SystemAdmin

Role : Sr.IT Support Engineer

Industry : Information Technology & Services

Work Description :

- Provides support for infrastructure and support technologies by performing routine maintenance and enhancements to existing technologies, as directed, and participating in planning for new ones.
- Own problem analysis, troubleshooting, isolation, diagnosis and resolution for all communications and end user computing infrastructure.
- Keeps manager, project teams and business unit customers informed of activities and problems within assigned areas of responsibility. Performs other related duties as required or requested.
- Manage support tickets to meet given metrics, administration of Windows Server OS and Windows Infrastructure services incl. DNS, DHCP, File server.
- To resolve incidents with printers, copiers and scanners, OpenVPN setup and management, diagnose and resolve software and hardware incidents, including MS Windows and Office, and across a range of software applications.

November 2012 – June 6,2016



Saudi Electronics University

(Riyadh) Saudi Arabia

Position Title (Level) : System and Network Administrator (Senior/Supervisor Experience)

Specialization : IT/Computer - Network/SystemAdmin

Role : Network & System Administrator

Industry : Education

Work Description :

Systems Administration

- Provide Leadership and Management of technical support team on system and network issues , IT systems operation hardware/software for almost 1000 user's a day Faculty and Staff, in IT Technical department using ticketing system.
- Experience in supporting Virtualization Software &, Microsoft Hyper- V, Configuring MS Outlook 2007/2010/2013, Office 365, Email Configuration and troubleshooting, MS Active Directory 2008R2, SCCM deployment imaging Provide 1st & 2nd level support and maintenance.
- Manage and troubleshoot Software Application, Oracle ERP R12 application WebLogic Azure Cloud based, Banner System, Blackboard Learn, Blackboard Collaborate, Document management system Dynamic CRM, Software Installation and Operation, Analyze and Manage the system implementation for Company development.
- Barcode Software Installation Configuration, troubleshoot application reported by end user.

Network Management

- Responsible to bring the IT infrastructure to a stable and consistent state, failover, disaster and recovery solutions.
- Overseeing operations, maintenance, of Cisco unified communications systems (messaging, voice, and video) in offices., IP Tel systems and End point video conferencing systems.
- Installing Lan Cable infrastructure and troubleshoot Network issue, UTP Cable Termination, crimping and Layout.

Technical Support/Troubleshooting

- Support and Operate system, preventive maintenance for all buildings, systems and equipment in the school (e.g. projector & E-podium) and ensure all portable IT equipment in the school is tested annually and logged.
- Supervise and coordinate workers engage in problem solving issue, Provide Support Maintenance and Troubleshoot of all Hardware devices (desktop, Laptop, Printers, Scanner, Fax, Data card printer installation and troubleshooting Big Xerox copier all in one, and Network Equipment including barcode printer's configuration.

October 2009 – October 2012



HAIL UNIVERSITY

(Hail, Saudi Arabia)

Position Title (Level) : System and Network Administrator (3-Years Senior/ Supervisor Experienced)

Specialization : IT/Computer - Network/System Admin

Role : Network &System Administrator

Industry : Education

Work Description :

System and Network Administration

- Manage and ensure optimal operation of all network hardware and equipment, including routers, switches, hubs, UPSs, proxies, anti-virus solutions, and intrusion detection systems.
- Provide assistance to users Faculty and Staff in engineering department configuring on Lab Engineering Devices and application, troubleshoot issues.
- Technical Supervisor for junior technician and guide them to troubleshooting hardware and software issue with Windows XP, Vista and Windows 7 exchange infrastructure and environment supporting within 900+user's pc, Group Policies Hardware, Security, Internet.
- Installing Cisco Switches, Cabling LAN, UTP Cable Terminating, crimping and Layout. Troubleshooting cabling infrastructure connectivity issues, including patch panels and patch cords.
- Provide Support Maintenance and Troubleshoot of all Hardware devices (desktop, Laptop, all Printers and Network Equipment), Software Installation and Operation.

January 2008-February 2009



NOVACELL TELECOMMUNICATION CORP.(PHILLIPINES)

Position Title (Level) : IT Administrator (1-Year Experienced Employee)
Specialization : IT/Computer - Network/System Admin
Role : Network &System Administrator
Industry : TELECOMMUNICATION

Work Description :

- Worked with network devices (bridge, hub, network client, network printer, network server, router, and switch).
- Contact Person of All Branches in Nova Cell Telecommunication.
- Systems and Network Administration (DSL, LAN, TCP/IP Protocols and Firewalls).
- Provide Support Maintenance and Troubleshoot of all Hardware devices, Desktop, Laptop, and Printers.
- Educational Background:

Year attended: May 2003-2007

Bachelor's/College Degree of Engineering (Computer/Telecommunication)

Major : Information Technology

Institute/University : Saint Michael's College

Year attended : June 2000-2003

Bachelor's/College Degree of Engineering (Computer/Telecommunication)

Major : Bachelor of Science in Computer Science

Institute/University : System Technology Institute (S.T.I.)

Training and Seminar attended **Company**

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|--|---------------------------------|---------------------|-----------------------|
| Microsoft Certified Solution Associate (MCSA 2016) | Nexus | Philippines | November 2019 |
| Information Security Policies and Procedure | BIBF | Bahrain | September 2019 |
| Cisco certified Network Associate | Abad net | Riyadh Saudi Arabia | Nov-December 2015 |
| IT hardware and Software troubleshooting | Global Steel Phil Inc. | | Jan - March 2006-2007 |
| Microsoft Server 2008 R2 | University of Hail Saudi Arabia | | December 2011 |

Language **Speak & Written** English &Arabic

Personal Particulars & Preferences

Date of Birth : 27 Apr 1983

Nationality : Filipino

References : Available upon request