

Martin Angelo G. Pondevida

**Blk. 22 Lot 21 St. Ignatius, Cor. St. Paul,
Lamar Village GB II Lamar Village San Mateo Rizal
Contact Number: 0945-158 0698
Email: nitrampondevida@yahoo.com**



Objective:

To work in an environment which provides more avenues in the fields of System, Server, Network; System Development and IT Management.

Educational Background:

BS Applied Math with Information Technology

June 2008 – April 2013

Far Eastern University

CM Recto, Manila

Secondary Education

June 2004 – March 2008

Our Lady of Aranzazu Parochial School

San Mateo Rizal

Primary Education

June 1997 – March 2004

Our Lady of Aranzazu Parochial School

San Mateo Rizal

Cisco 1 - 4 : Cisco

October 2013 – September 2014

Mapua IT Center

Makati City

Professional Experience:

Senior System Administrator *(FIS Global)*

(July 28, 2021 – Present)

- Provides application software development services or technical support typically in a defined project.
- Develops program logic for new applications or analyzes and modifies logic in existing applications.
- Technical work in Linux and/or Windows System Administration, Azure, AWS, O365, Networking and other technical areas
- Management of OS related Security and Vulnerability management
- Backup using Veam
- Managing Intune for mobile support
- Proposes and implements system enhancements that will improve reliability and performance of system.
- Ensures system improvements are successfully implemented.
- Demonstrates an understanding of FIS systems and the financial services industry.
- Trains and Provide leadership and/or guidance to other technical professionals. And on System usage
- Suggests technical alternatives and improves/streamlines processes and systems.
- Completes project assignments and special projects commensurate with job expectations.
- Conducts planning, analysis and forecasting activities to plan projects and tasks.
- May participate in component and data architecture design, performance monitoring, product evaluation and buy vs. build recommendations.
- Assists with recommending, scheduling and implementing system hardware and/or software upgrades or repairs.
- Researches, evaluates and recommends software and hardware products.

System Administrator II *(FIS Global)*

(September 16, 2019 – July 25, 2021)

- Building, Facilitating, Managing and Maintaining FIS Project (VMservers, Windows, Linux, Azure, Azure Devops, AWS, Database and Monitoring tools)
- Install, Configuration and Maintaining Software and Hardware
- Manage network servers and technology tools
- Backup using Veam
- Managing Intune for mobile support
- Set up accounts and workstations
- Monitor performance and maintain systems according to requirements
- Troubleshoot issues and outages
- Ensure security through access controls, backups and firewalls
- Upgrade systems with new releases and models
- Develop expertise to train staff on new technologies
- Build an internal wiki with technical documentation, manuals and IT policies

Enterprise System Engineer / Application Support (Radius Telecoms)
(July 16, 2018 – September 13, 2019)

- Performs Application, System, Hardware Support, optimization, configuration and customization of enterprise applications running on Dynamics CRM Online, Cohaereo
- Outside Plant Facilities Management, SAP ERP, SAP Oracle Database, Reporting and Analytics Tool, Content Management System, Billing System and other similar systems.
- Level 2 and 3 support for Open source Application (Java, SQL, HTML)
- Office 0365, Microsoft Azure and other cloud services Administration
- Hyper V Administration
- Active Directory Administration
- SAP Basis Administration
- SAP Material Master Implementation
- Fortigate Administration
- VMware Level 2 support
- Network Configuration
- Server Configuration
- System Integration
- Provide system administration support to LINUX and UNIX workstations
- Jira Service Desk Confluence and Jira Core
- Mobile Device Troubleshooting (Apple / Android)
- SharePoint Online Configuration and Support
- Manages cases, requests and enhancements using ticket monitoring tools and documented processes and/or approved user requirements.
- Provides a high level of service to application users and adhere to committed SLAs for response and restoration times.
- Conducts problem determination, workaround resolution, root cause analysis, major incident management.
- Escalates and monitor Level 2 support for SAP FI, CO, SD, MM, PS & PM modules to designated SAP Support Service Provider and ensure compliance to committed SLAs.
- SAP Master Data Management
- Escalates and monitor Level 2 support to designated application support service providers and ensure compliance to committed SLAs.
- Manages overall health of enterprise applications, i.e., monitoring data entry procedures, backup, security, performance monitoring, check and deploy update/service release/patch checking, status reporting.
- Ensures that enterprise applications are fully operational and any loss of service is restored in a timely and efficient manner.
- Conducts client copy to and from production instance of enterprise applications and ensure such activities are free from errors.
- Creates productive relationships with and between key stakeholders.

- Ensure that solution and application support documentation is maintained to the highest quality and accuracy.
- Assists users in getting familiarized with the user interface and functional configuration of enterprise applications.
- Creates and distribute user manuals and FAQ knowledge base to other team members and users of enterprise applications.
- Apply consulting methods and techniques to understand client's business model, identify pain points and assist IS Analyst in designing solutions to achieve client expected business results.
- Performs server back end batch jobs, daily system performance monitoring and system patch/update package installation and generate weekly system status reports.
- Performs user account management: create and configure user profiles according to authorizations and roles prescribed by designated system owners and IT Officer, maintain and monitor user account validity and passwords.
- Ensures all requirements and design documents related to all enterprise applications are updated.
- Provides assistance and cover other team members where required.

Software Implementation Specialist / Software Administration (Citibank NA. ROHQ)
(November 28, 2016 – June 4, 2018)

- Software Installation for all the machines local and international Citibank
- Administering Active Directory for Software deployment, Software installation, Software maintenance and Software update.
- SCCM / RADIA Administrator for Software Implementation
- VDI / CAP Software Implementation.
- Manage Services
- Installing, starting-up and troubleshooting automation software and equipment including: Installing servers, setting up work stations, some networking.
- Creating Request for Change ticket for the Deployment of software.
- Collaborating to all approvers and IT managers of different Citibank branches nationwide for the software deployment, installation and updates.
- Administering the Citibank Share Point drive for the software updates
- Administering HPCA for Software update of Citibank Software.
- Query databases for troubleshooting testing scenarios
- Provide Quality Assurance for all the Software before deploying and updating it.
- Provide Quality Assurance and Validation after the installation and deployment of the machine.
- Diagnose and optimize the software database structures for customer implementations.
- Perform network diagnostics, optimization and to lead the implementation of optimization efforts with particular focus on wireless network operations
- Responsible for Machine check using the wake up tool if the machine is working or not, before the installation and deployment of the machine.
- Resolving Incident ticket for software issues.

- Executing operations under a unit of the company in order to create and enhance the software system information grounds of the same.
- Administering and overseeing computer software engineers and developers of the company in order to improve the work output of the same.
- Interacting with the administrators, technologists, experts, developers of software systems and associates in order to make new schemes for the company and compiling written data with regard to the drawbacks and flaws of various undertakings, workings, operational needs and interfaces of the same.
- Creating, administrating and supervising the experiments run on the software systems of the company, overseeing the methods and plans of substantiation and making reports on the same.
- Altering the present and current software systems and programs of the company in order to rectify their defects and facilitating the easy application of new hardware systems in the company to enhance its work productivity
- Meeting new customers and assisting them to assemble and put together the software systems and programs in the company.
- Giving good quality client services to the internal and external customers of the company.
- Observing the enforcement information and application methods and procedures of the company and studying and examining documented papers on the same.
- Designing, enhancing and altering miscellaneous computer software programs and systems of the company.
- Estimating and deciding the work outputs or results of the software programs that have been installed and run in the company.
- Discussing software program configurations of the company and their upkeepment and care with the clients.
- Keeping, recovering and acting upon the information available in the company for studying and examining the capacities and needs of the software systems and programs in the same.
- Forecasting and estimating the results of various computer configurations of the company designed by him/her by considering and applying the principles
- Receiving and assessing the data of the company in order to decide the designs of the hardware systems in the same
- Observing the ways in which the equipment are run in the company and making sure that all the client particularities are achieved.
- Studying and examining the available data in the company in order to decide, direct and strategize the computer particularities and equipment alterations.
- Defining the needs of power utilization for and designs of the computers in the company.
- Taking care of and sanitizing the hardware and software installations in the company and their respective areas.
- Supervising client audits of the company for enforcement of life-series and creating trade for the same.

IT Specialist (Expert Global Solutions ROHQ)
(October 19, 2015 – November 17, 2016)

- The IT Service Desk Analyst will provide first and second line technical support to internal staff. The successful candidate will require an aptitude for working with applications/systems to undertake analysis, diagnosis and resolution of staff problems, which may range from straightforward to more complicated technical issues. There is also a range of administration duties within this role. Coverage includes all the EGS site as well as remote users at other offices and home workers.
- Act as a single point of contact for phone calls and emails from staff regarding IT issues and queries
- Server Configuration
- Network Configuration
- Administration Jira Software
- Jira Service Desk and Confluence / Jira Core
- Solarwinds IT remote
- Documentation using ITG Software
- Storage backup
- System Integration
- Provide system administration support to LINUX and UNIX workstations
- VMWare on-premise and Cloud based infrastructure.
- In-depth knowledge of technical implantation of Various ServiceNow modules such as change Management, Incident Management, Problem Management, Configuration Management.
- Receiving, logging and managing calls from internal staff via telephone and email
- Actively Participates in the Service review, Change advisory meetings and post mortem process for any severity and major incidents
- 1st and 2nd line support - troubleshooting of IT related problems from in-house software to hardware, such as, Laptops, PCs and Printers
- Exposure to Cisco, Windows Server, Linux and Unix environment would be advantageous.
- Administer the Active Directory System. Creating user accounts, reset passwords, create groups etc.
- Escalate unresolved calls to the infrastructure support team
- Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner
- Configuring User account using SAP
- Advanced Skill in Management Console for Creating Email to different Domain.
- Administering the 0365 system and provide Level 1 and 2 support.
- Level 1 and 2 Exchange Support.
- To maintain a high degree of customer service for all support queries and adhere to all service management principles

- Provide basic in-house training in MS Office applications used within the Association (Word, Excel, Outlook, PowerPoint)
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Diagnose and resolve technical hardware and software issues involving internet connectivity, IPPhone, VOIP and more;
- Provide stats for the weekly Service Desk report on call trends
- Publishing support documentation to assist staff with requests for information & provide staff training if required
- To arrange for external technical support where problems cannot be resolved in house
- Make recommendations to implement improved processes.
- Perform other duties as assigned by management.

Technical Solutions Specialist Level II (Atos Information Technology Inc.)
(November 24, 2014 –September 30, 2015)

- Primary responsibility of the Technical Solutions Level II is to provide technical resolution support to Morgan Stanley Employee and internal Client regarding a defined I&C product spectrum (infrastructure) and standard software (as stated in the Global Help Portfolio) or customer specific solutions
- Responsible for day to day administration of Windows Active Directory Network
- Monitor and respond quickly and effectively to requests received through the IT helpdesk
- Monitor Service Desk for tickets assigned to the queue and process first-in first-out based on priority
- Storage Backup
- Leverage ITIL Processes that specifically include incident, change and problem management.
- Solarwinds IT remote
- Jira Service Desk Confluence / Jira Core
- Support Jira Application
- Server Configuration
- Solarwinds IT remote
- Provide system administration support to LINUX and UNIX workstation
- Documentation using ITG Software
- System integration
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more;
- Manage PC setup and deployment for new employees using standard hardware, images and software
- Train computer users.
- Maintain daily performance of computer systems.
- Respond to email messages for customers seeking help.
- Walk customer through problem-solving process.
- Write training manuals.

- Modify configurations, utilities, software default settings, etc. for the local workstation
- Utilize and maintain the helpdesk tracking software
- Document internal procedures
- Assist with onboarding of new users
- Ensure each workstation has a computer, monitor, keyboard, mouse, hard drive, and any additional specialized equipment
- Install, test and configure new workstations, peripheral equipment and software
- Manage PC setup and deployment for new employees using standard hardware, images and software
- Assign users and computers to proper groups in Active Directory
- Perform timely workstation hardware and software upgrades as required
- Investigation and diagnosis of faults on a high level of technical detail.
- Create Onsite Orders
- Do call backs for L1
- Provide technical updates to L1
- Other related projects, tasks or activities that may be assigned by the employee's superiors

Skills:

Computer-literate performer with extensive software proficiency covering wide variety of applications Including:

Technical Skills:

- VMware ESXi (Windows and Linux)
- Monitoring Tools (InfluxDB, Telegraf, Grafana, WebViewPoint and Forti analyzer)
- Azure Administration, Azure Devops
- MSSQL Database Administration
- Microsoft Active Directory
- Solarwinds Monitoring
- AWS. SDLC, UNIX
- Veam
- Intune
- Visual Basic, C++, Java, HTML and MySQL, PHP, Docker, Kubernetes
- Cisco 1 and Cisco 2 (Network Fundamentals, and Routing and Switching)
- Knowledgeable in TCP/IP suite; Network (WAN/LAN/WLAN), VPN, RDP, SNMP and internet services (HTTP, DNS, FTP and SMTP)
- Experience with Incident and Problem Management tools, ITIL v3
- SUITE CRM Backend Codings for Level 2 support.
- Office 0365 Administration
- HyperV Administration
- Active Directory Administration
- Jira Administration / Service desk / Confluence / Jira Core
- VMware Level 2 support

- SAP Basis Administration
- Network Configuration
- Server Configuration
- Linux Support Administration
- Documentation using ITG Software
- Experience in Ticket Management tools (e.g., Service now, HP Service Desk, Autotask, CA Service Desk, Remedy, etc.)
- Solarwinds IT remote
- Experience supporting both internal (Active Directory) and externally hosted DNS Platforms
- Experience configuring Active Directory Sites and Services in a complex network with hundreds of sites with varying levels of connectivity
- Experience managing complex DNS infrastructure with multiple domains and sites.
- **SCCM / RADIA Administrator for Software Implementation**
- **Configuring Windows Server Operating System, DNS, DHCP, Active Directory, Active Directory Domain Services (AD DS) Managing Users and Service Accounts, Implementing a Group Policy Infrastructure.**
- General Knowledge/skills in various IT Technologies: VMware, Citrix XenApp, Exchange 2010, Cisco Systems, Windows Servers, etc
- Administering Dameware. Used to remote for troubleshooting.
- Experience in Supporting Microsoft Office 0365 .
- Experienced in Level 1 and 2 Sharepoint troubleshooting.
- Strong skills in managing Anti-Virus software (e.g. Trend AV)
- Administering Entrust Account of user for Remote access.

Basic Computer Skills:

- Adobe Photoshop, Adobe Acrobat, Internet Application.
- Office Package: Microsoft Word, Microsoft Excel, Microsoft Access Database, Microsoft PowerPoint, Microsoft Outlook Express, Microsoft Visio, Microsoft Lync, Microsoft Communicator.
- knowledge of operating systems like Microsoft Office XP/2007/ 2008/ Vista
- HTML Editing Tools: Macromedia Dreamweaver

Other Skills:

- Leading and Management of System operators
- Experience working with Exchange Email Account Management
- Creating a Bridge call for troubleshooting step for Severity issues.
- Collaborating with Network Engineers, Server Admin, Voice Engineers and other IT Team thru Call Conference for troubleshooting steps of the Severity Issue.
- Analyzing the issue to determined the Level of Severity.

- Experience in Customer Service or Service Management and Project Management area
- Experience in supporting large-scale/global sites from remote location, preferably in an IT
- Accuracy and Attention to details.
- Organization and prioritization skills
- Analytical thinking, planning
- Multitasking Skills
- Escalating Process to the Offshore management.

Professional Training, Awards & Certification

- AIX II AIX Implementation and Administration (AN12G)
- CISCO CCNA
- IT Security for Banking and Finance
- External E-mail Transmission Restrictions and Responsibilities
- Information Security Program Policy
- Software Development of Life Cycle Standard Training
- Change Implementation Management Standard Training.
- Internet Explorer 11 and Cyber Security Awareness.
- Intel AMT.
- Cirrato Printing Solutions.
- ABS - CBN Interactive Certificate
- ABS – CBN Digital Media Division Certificate
- Certificate of Completion CISCO 1
- Certificate of Completion CISCO 2
- Outstanding Ministry of Altar Serve (Graduation 2008)
- Outstanding Team Leader in Ministry (December 2007)
- Certificate for the Seminar in Visual Basic (September 9 – 10 2009)
- Certificate for the Seminar of Cloud Computing (August 2011)
- Certificate for the Seminar in Oracle Java Tutorial (September 14 – 15 2011)

Affiliations:

Math Society

- Math Society Varsity 2011 - 2012
- Member
- A.Y. 2008 - 2009, A.Y. 2009 – 2010, A. Y. 2010 – 2011,
- Y. 2011 – 2012, , A. Y. 2012 – 2013
- Ministry Of Altar Server Superior (2005 – Present)

Personal Information:

Date of Birth: April 24, 1991
Place of Birth: San Mateo Rizal
Age: 30
Citizenship: Filipino
Civil Status Married
Religion: Roman Catholic
Gender: Male

Character References:

Robert Tariman

FIS Global
Change Analyst
09165187341

Marvin Jazmin

Radius Telecoms.
Senior Desktop Engineer
09065846016

Marrietta San Pedro

EGS Corporation
IT Team Manager
09499945519

Khafji Pascasio

Radius Telecoms
Middleware Developer / Supervisor
09159872610