George Elmer Cablinda Llaban

PERSONAL DATA

Age:	31
Date of Birth:	Sep 5, 1977
Gender:	Male
Civil Status:	Married
Height:	170 cm
Weight:	68 kg
Nationality:	Filipino
Religion:	Christianity - Catholic

EDUCATION

Highest Education

Education Level:	Bachelor's / College Degree
Education Field:	Computer Science/Information technology
Course:	Information Technology
School/University:	Bukidnon State University
Location:	Malaybalay, Bukidnon
Date:	Jun 1998 - Apr 2001

WORK EXPERIENCED

1. Position: **Systems Engineer**

Duration:	Nov 2008 - PRESENT(0.2 yrs)
Company:	Motif Inc.
Company Industry:	Call Center / IT-Enabled Services
Location	4/F E-Commerce Plaza Building, Eastwood City Libis, Quezon City
Department:	IT
Job Description:	Motif is a people-driven business process outsourcing (BPO) firm that, since its founding in 2000, has never lost a client due to performance. Our clients include one of the largest online auction companies in the world, a major financial HR services company, and a leading U.S. travel company. We take pride in partnering with our clients to help them achieve unmatched quality and ongoing efficiency gains. Because we consistently deliver superior results, all our clients are referenceable. Roles and Responsibilities: • Responsible for LAN/WAN connectivity with redundant connection • Manage different servers using VMware Infrastructure (example: Windows Server 2003 and Windows Server 2008) • Creation of VLANs and assigning port to a particular VLAN • Responsible for the deployment of 150+ Dell desktops computers in the production area • Image/Setup of Wyse terminals for the production floor • Responsible for Capturing Images using Windows Deployment Services like Windows Server 2008 and Windows Vista Images • Setup of AVAYA 4610SW phones in the production area

• Deployment of Symantec Antivirus to 150+ Dell desktops using Symantec Antivirus Server
• Troubleshooting voice and data connectivity
• Inventory of all Desktops, Wyse Terminals and AVAYA 4610SW IP phones
• Provide report at the end of every shift
• Responsible for managing Active Directory, File Server, DHCP, Terminal Server and DNS Servers

2.	Position:	**Network Support Engineer**
	Duration:	Jul 2007 - Nov 2008(1.3 yrs)
	Company:	Lightsage, Inc.
	Company Industry:	Call Center / IT-Enabled Services
	Location	Ortigas, Pasig City Philippines
	Department:	Network Operations
	Job Description:	In 2005, Lightsage was created to provide seat-leasing service for small-scale Call Center campaigns. It started with 16 seats to serve a US outbound campaign. In synergy with the US-based client, the seat-leasing contract grew and the center expanded to the current 265++ seats today. Now, the center also serves Australian, Asian and European campaigns in its seat-leasing capacity. In addition to seat-leasing services, Lightsage has already provided voice-based outsourcing services with a core team of agents specializing in outbound campaigns for US, Australia and international accounts.

Roles and Responsibilities:
• Responsible for LAN and WAN network operations, systems disaster recovery, database and systems backup, and network security
• Quickly resolve all IP network issues to reduce waste and downtime while also ensuring client Service Level Agreements
• Deploying Active Directory Service, in Windows 2000 and 2003 Servers
• Maintaining Active Directory database (backup, restore)
• Structured cable laying plan and connectivity
• Installation of Switch Rack, Jack panel
• Switch and Hub installation crimping
• Troubleshooting Network issues
• IP Address allocation and administration
• I/O connectivity, crimping
• Testing – end-to-end connectivity
• Installation and configuration of various computer peripheral devices
• Antivirus installation and removal of viruses
• LAN/WIFI configuration and troubleshooting
• Installation of network printer
• Backup of Touchstar Database for all servers
• Running IP tables using LINUX (Fedora Core 6)
• Preparation and managing of Touchstar Applications
• IT Helpdesk for agents and other client personnel (Executives, IT, etc.)
• Maintenance of Lightsage voice and data network
• Maintenance of all call center hardware and software
• Back-up and recovery of client's data and voice recordings
• Back-up and recovery of Lightsage systems and data
• Conducts pre-shift routine check of Laptop-Dialpad-Headset
• E-mail technical report at the end of every shift
• Provides assistance to Logistics during daily and weekly inventory

3. Position: **Technical Support Specialist**

Duration:	Jan 2007 - Apr 2007(0.2 yrs)
Company:	Tridel Technologies Inc.
Company Industry:	Call Center / IT-Enabled Services
Location	7F Hanston Building, Emerald Ave., Ortigas, Pasig City
Department:	Network Operations

Job Description: Tridel Technologies to concentrate its initiative in bringing Information Communication Technology solutions to the forefront of its existence and become a leading solutions provider in the Philippines. It has thus prioritized its service and product offerings to following categories: Internet Access and Services, Web Design and Applications, ICT Hardware and Software, and Videoconferencing Services. Additionally, it will also provide other allied services such as Networking Design and Implementation, and Training and Consultancy, on a case-to-case basis.
Roles and Responsibilities:
• Manages/maintains clients internet connectivity
• Provides step by step procedure on how to setup dial-up networking (DUN), email setup using Outlook Express and Eudora Mail, configure Domain Name System (DNS) with the use of different Operating Systems like Windows9x , Windows 2000, Windows ME, Windows XP and Windows Vista
• Attends to clients email related problems
• Closes open trouble tickets
• Installs and configures laptops operating system
• Monitors/Reports Status of Servers
• Assists in cabling of LAN
• Provides solutions on different Dial-up Networking (DUN) errors

4. Position: **Staff Assistant I**

Duration:	Sep 2001 - Sep 2006(5 yrs)
Company:	San Beda College Alabang
Company Industry:	Education
Location	Alabang Hills Village, Muntinlupa City
Department:	High School

Job Description: Roles and Responsibilities:
• Encodes test questions and administers special examinations for the high school students
• Collects and organizes documents needed for PAASCU accreditation
• Requests school and office supplies
• Assists in the distribution of report cards during Parent-Teacher Conference (PTC)
• Prepares various records for the different subject area
• Collects and compiles various educational materials such as course syllabus, course outline and test questions
for school reference
• Keeps various pertinent forms of the school office

SKILLS

Skill	Yrs of Experience	Remarks
1. Systems : Microsoft Windows 9x/ME/ 2000/XP/Vista, Microsoft Windows 2000 Server/2000 Advanced Server/ 2003 Server : Microsoft Windows 2008 Server, ISA Server, Linux (Ubuntu, CentOS, Fedora Core 6/9), VMware ESX Infrastructure, : VMware Workstations Hardware : Routers – Switches – Hubs (Cisco, LinkSys, D-Link, 3Com) : - CISCO 2811, 2 FastEthernet Port, 4ESW HWIC (4 EtherSwitch Port High-Speed WAN Interface Cards) 10/100 - CISCO 2821 - Integrated Services Router - CISCO ASA 5520 - Adaptive Security Applience, 4 Gigabit Ethernet interfaces, Supports up to 100 VLANS - CISCO 3560G, 24 Ethernet 10/100/1000 ports, 4 SFP ports (Small form-factor Pluggable) - CISCO Catalyst 4507R, 7 Slots Software : MS Office Applications (Word, Excel, PowerPoint, Publisher), Photoshop, Real VNC, Touchstar, SQL, PHP & MySQL, IntelliAdmin (Network Administrator) Networking : DNS, WINS, DHCP, TCP/IP, VPN, FTP, VLAN, RIP, EIGRP, OSPF, Active Directory (Local & Group Policy, Organizational Units, Distributed File System, IP(IPv4) Address Subnetting and Assignments, Windows Deployment Services (WDS)	2.0	

TRAININGS/SEMINARS

Date	Topic/Course Title
Apr 14, 2007- Jul 23, 2007	Cisco Certified Network Associate Course CCNA 2 (Routers and Routing Basics) Ms. Virginia Andres University of the Philippines Information Technology Training Center (UPITTC)
Oct 23, 2006- Jan 25, 2007	Cisco Certified Network Associate Course CCNA 1 (Networking Basics) Ms. Virginia Andres University of the Philippines Information Technology Training Center (UPITTC) Cisco Certified Network Associate Course CCNA 3 (Intermediate Routing and Switches) University of the Philippines Information Technology Training Center (UPITTC)