

ANGELITO M. POLINTAN

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PROFESSIONAL OBJECTIVES:

1. To enhance my professional skills in the field of information technology and to share my work experience in a dynamic and stable workplace.
2. To seek for a responsible job with an opportunity for professional challenges
3. To gain employment with a company or institution that offers me a consistently positive atmosphere to learn new technologies and implement them for the betterment of the business.

EMPLOYMENT HISTORY

SR IT SUPPORT SPECIALIST

Gil Puyat Avenue corner Andres Soriano Street, Clark Freeport Zone

Clark field, Pampanga, Philippines

Tel:(045) 499-0777 (June 1, 2020 up to present)

IT ASSISTANT-MPA Luxury Hotels Inc.

Gil Puyat Avenue corner Andres Soriano Street, Clark Freeport Zone

Clark field, Pampanga, Philippines

Tel:(045) 499-0777 (June 1, 2019 to May 31, 2020)

IT TECHNICAL SUPPORT –FORTUNEGATE HOLIDAY PHILS. INC.

Gil Puyat Avenue corner Andres Soriano Street, Clark Freeport Zone

Clark field, Pampanga, Philippines

Tel:(045) 499-0777 (Sept 20, 2018 to May 31, 2019)

DUTIES AND RESPONSIBILITIES:

1. Monitoring and maintaining IGT System, Servers and Networks.
2. Provide and Process information in response to inquiries, concerns and requests.
3. Report systems issues and errors to the management team and third-party providers to ensure the smooth operations of the monitored systems.
4. Installing and configuring computer hardware, software, systems, networks, printers and scanners.
5. Responding in a timely manner to service issues and requests.
6. Providing technical support across the company (this may be in person or over the phone)
7. Setting up accounts for new work station.
8. Repairing and replacing equipment as necessary.
9. Make recommendations about purchase of technology resources.
10. Preserve assets, information security, and control structures.
11. Maintain log and/ or list of required repairs and maintenance.

➤ Systems handled in Casino

- ❖ International Gaming Technologies
- Systems handled in Hotel
 - ❖ Harmony (PMS, POS)
 - ❖ Ease Software Solution (EaseRoom, EastResto)
- Switch and Servers handled
 - ❖ Cisco Switch (2960 Series, 3850)
 - ❖ HP Switch
 - ❖ HP ProLiant Server
 - ❖ Dell Blade Server
 - ❖ Fortinet 300E
- Virtual Machine Handled
 - ❖ VMWare Horizon
 - ❖ VSphere Client
- Printers Handled
 - ❖ Brother Printer
 - ❖ HP Printers
 - ❖ Puji Xerox

IT TECHNICAL SUPPORT -MIDORI HOTEL AND CASINO

Clark Freeport Zone, Angeles City, Pampanga

(August 1, 2017 to Sept 20, 2018)

DUTIES AND RESPONSIBILITIES:

1. Provide maintenance of the computer desktop environment by analyzing requirements, resolving problems, installing hardware and software solutions, and supporting the internal IT Helpdesk. Responsible for administration and internal support of the Company's PCs, printers, servers, and related equipment. Tasks include end user support, license tracking, and performing PC maintenance, upgrades and configurations (Systems failures troubleshooting on Hotel and Casino, Point of Sales (POS) Troubleshooting, Troubleshooting of Tables (WDTS) used by Table Games Department and Troubleshooting and Maintenance of Smart TVs per room in hotel).
2. Troubleshooting issues with hardware, software applications by installing, configuring computer systems and diagnosing and solving hardware/software faults.
3. Provide helpdesk support and resolve problems to the end user's satisfaction (Supports Casino and Hotel Side Systems)
4. Monitor and respond quickly and effectively to requests received through the IT helpdesk (CCTV Monitoring and Troubleshooting and CCTV Reviewing on Hotel Side)
5. Utilize and maintain the helpdesk tracking software and document internal procedures
6. Maintain inventory of all equipment, software and software licenses
7. Managing Desktop Pools on VMware Horizon and Templates on vSphere Client
8. Handling different servers of Casino Systems (Casino Market Place, Cage, Table View, Slot Data System, Walker Digital Table System)
9. Managing of accounts in Different Systems (Casino System and Hotel)
10. Managing of accounts in Active Directory for Hotel and Casino

SYSTEMS HANDLE:

- Bally Technologies (Casino Marketplace, Cage, Table View, Slot Data System)
- Walker Digital Table System
- Oasis POS System
- Eric System

- Analyse equipment malfunctions and failures and accordingly develop corrective actions.
- Monitor equipment performance and suggest improvements
- Perform Preventive Maintenance Procedures to reduce equipment failures.

**IT SUPPORT STAFF/CLARK AIRPORT SUPPORT SERVICES CORP.- CIVIL AVIATION COMPLEX,
CLARK FREEPORT ZONE**

Bldg. 7585 CASS Cargo Centre, DMIA,
Clark field, Pampanga, Philippines

February 24, 2015. – April 16, 2016.

DUTIES AND RESPONSIBILITIES:

1. Responsible for the installation, repairs and maintenance of the company's local area network, hardware software.
2. Responsible for maintaining company's technologies and providing technology support and training.
3. Performs various network operations activities such as troubleshooting connectivity problems, installing maintaining routers; adding/terminating users; assigning rights and access; password resetting; establishing e-mail addresses; etc.
4. Ensures technology document such as product Registration, Certificates, Maintenance agreement, Service contract, etc. related to the technology operation and/or technology services are evaluated, Updated and processed.
5. Maintains current and accurate inventory of technology hardware, software and resources.
6. Performs routine preventive maintenance on hardware and software.
7. Responsible for troubleshooting and maintaining of workstations, network, software application, phones, copier, and other technologies.
8. Performs and/or assist in other duties as needed and directed.
9. Performs BUILDING MAINTENANCE job.

EDUCATIONAL BACKGROUND:

TERTIARY:

- **BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY**
STI COLLEGE ANGELES
Address: 2/F Agson's Bldg.
Mc Arthur Hi-Way, Balibago, Angeles City.
June 2010 to April 2013

CHARACTER REFERENCES

JULIUS ARIZALA

FORTUNEGATE HOLIDAY PHLS. INC.

IT ASSISTANT MANAGER

Gil Puyat Avenue corner Andres Soriano St,
Clark Freeport Zone, Clark Freeport, Pampanga
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ARIS P. MANLAPAZ

MIDORI HOTEL AND CASINO

Network Engineering
Clark Freeport Zone, Angeles City, Pampanga

Contact #: +639324030678

Jo Reyven Gonzales

IT Supervisor

Aqua Planet

0926-053-4283

Angelito M. Polintan

Applicant's Signature