
Frederick Ruben

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Professional Summary

IT Support and Administrator with over 17 years of hands-on experience in infrastructure support, hardware/software troubleshooting, Active Directory, backup systems, and enterprise collaboration platforms. Proven track record of managing IT operations for large-scale infrastructure projects across Qatar and Saudi Arabia. Adept at user support, systems maintenance, server configuration, ticket resolution, and AV/remote technologies. Certified in ITIL.

Technical Skills

- **Systems & Networking:** Windows Server 2016/2012R2/2008, Active Directory, DHCP, CISCO switch configuration, NAS configuration.
 - **Support Tools:** ServiceNow, TeamViewer, Anydesk, RDP, SCCM
 - **Backup Solutions:** Veritas Backup Exec
 - **Collaboration Tools:** Microsoft Teams, Skype, Cisco Webex, Zoom
 - **Document Systems:** ACONEX, ProjectWise, SharePoint, Documentum
 - **Software:** AutoCAD, AutoCAD Civil 3D, Navisworks, MS Project, Office 2016/2013/2010, Windows 11/10/7
 - **Hardware:** Desktop/laptop repair, printers, mobile devices
 - **Other:** Structured cabling, PKI Certificates, Cryptography, Troubleshooting
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Professional Experience

IT Support Engineer

AKKODIS (Seconded to THALES Qatar) – Doha, Qatar

March 2023 – January 2025

- Provided front-line support to Thales staff via ServiceNow, chat, and phone
- Migrated all users from Windows 10 to 11 and managed certificate enrollment
- Maintained Active Directory permissions and user accounts

- Configured and deployed mobile phones, AV equipment, and laptops
- Monitored Veritas Backup Exec and ensured data integrity
- Conducted onboarding, user training, and system setup

IT Administrator

EGIS INTERNATIONAL – Doha, Qatar

May 2015 – March 2023

- Supervised all project-based IT operations across multiple sites
- Implemented servers and handled desktop/server rebuilds and configurations
- Maintained SharePoint access, managed software like Primavera and AutoCAD
- Coordinated with IT vendors and EGIS France HQ for escalations
- Managed ServiceNow tickets, backup, and system documentation

Technical Support (Desktop/Network)

Kellogg Brown & Root (KBR) – Doha, Qatar

Sep 2011 – Apr 2015

- Installed and maintained Cisco routers, switches, wireless APs
- Provided daily user and system support; logged tickets via IBM Tivoli
- Managed backups and network issues on ASHGHAL Expressway project

Technical Support (Desktop/Network)

Kellogg Brown & Root (KBR) – Ras Laffan, Qatar

Jul 2007 – Sep 2011

- Supported Shell Pearl GTL project infrastructure
- Managed hardware inventory and replacements
- Resolved network and printing issues, implemented physical installations

Customer Support Engineer

Al Rajhi Bank – Saudi Arabia

Dec 2006 – Jun 2007

- Installed and configured Windows XP/2000 systems and structured cabling
- Provided PC/Printer support across bank branches and data centers
- Conducted relocations of IT infrastructure

Education

Bachelor of Science in Computer Engineering

Central Colleges of the Philippines

Certifications & Trainings

- **Cryptography: PKI** – Udemy, Jan 2025
 - **ASCERTIA PKI & Remote Signing** – Thales QFZ, Dec 2024
 - **Advanced Windows Performance Troubleshooting** – Udemy, Apr 2024
 - **ITIL v3 Foundation** – Certified, Oct 2013
 - **MCITP: Windows 7 & Server 2008R2** – Doha, Mar–Jul 2012
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Languages & Nationality

- **Languages:** English (Fluent)
- **Nationality:** Filipino
- **License:** Qatar Driving License