

# John Kenneth D. Alava

IT Helpdesk



## CONTACT INFORMATION

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## CERTIFICATIONS

- [3CX Basic Certified Engineer V20](#)
- [Sophos Firewall Certified Engineer v19.5 \(ET80\)](#)
- TESDA NC II – Computer Systems Servicing
- [Programmable Logic Controls](#)
- [Pneumatic Industrial Controls](#)
- [Electro Pneumatics](#)
- [Basic Occupational Safety and Health for the Construction Industry](#)

## EDUCATION

### Bachelor of Science in Information Technology

Saint John Bosco  
Pasig City, Philippines  
2010-2012 - Undergraduate

## PROFESSIONAL EXPERIENCE

### Accent Inns | January 2024 – June 2024

#### IT Helpdesk Engineer

Responsibilities:

- Setup and management of user accounts – onboarding and offboarding.
- Active Directory basic administration – account management, password reset, account unlock and troubleshooting.
- Setup, configuration and maintenance of IT equipment, laptop/desktop, printers, desk phones and software solutions.
- M365 basic administration – Creation of distribution list, shared mailboxes, user accounts.
- Diagnose and troubleshoot technical problems ensuring prompt resolution.
- Email domain allow/block for Spam/Phish
- Installing hardware & software compliance tools.
- Create and update documentation to ensure correct technical documentation.
- Work closely with 3rd Party vendors for any other hardware and software issues.

### Assiyana Facilities Services – Doha Qatar | February 2019 – October 2023

#### BMS Operator (FM)

Responsibilities:

- Responsible for proactively identifying improvements to the system to reduce BMS-related plant and system failures and to improve the efficiency of the client estates.
- Responded to clients' queries regarding issues at respective sites.
- Maintained and updated Daily Reports and submitted them to the Site Manager.
- Maintained and updated reporting dashboard for monthly client reporting.
- Maintained accurate records of all tasks undertaken
- Troubleshoot, serviced and replaced Fire Alarm Systems.
- Testing and servicing Fire Alarm Systems.
- Reported project status

### Bestech Building Technology Corp. | December 2016 – May 2018

#### IT Technician

Responsibilities:

- Answering technical queries from customers.
- Web/Desktop application troubleshooting
- Troubleshoot of Hardware/Peripheral issues
- Installation of Microsoft Products such as Microsoft Office and other tools

## **Qatari Computer Systems (Q-Soft)| June 2012 – February 2016**

### ***BMS Technician/AV Technician/Telecom Technician***

#### **Responsibilities:**

- Performed cable termination which a Professional / Senior BMS Engineer instructs to prevent accidental contacts on wires in Motor Control Center (MCC) Panels or Digital Direct controllers (DDC) Panels.
- Troubleshooting hardware component malfunctions and mechanical system applications.
- Maintained all processes and procedures in accordance with company / contract procedures.
- Worked with professional engineers and client representatives to demonstrate the proper functionality of the BMS System.
  - CAT6A Additional Installation and Termination.
  - Installation of data racks.
  - Installation and Termination of Patch Panels
  - Reporting of the status of the project.

#### **Skills**

- Microsoft 365 Basic Administration (4+ yrs)
- Active Directory Basic Administration (4+ yrs)
- 3CX Administration (1yr)
- Windows 10/11, Windows Server 2012/2016/2019
- Monitoring tools – Datto RMM (6 months)
- Autotask Ticketing system
- Basic Network troubleshooting
- Software and hardware support (8+ yrs)
- Building Management System (11 yrs)
  - Airconditioning
  - Access Control
  - CCTV
  - Fire Alarm System
  - Lighting Control

#### **Remote Tools used:**

- AnyDesk
- Datto RMM
- Windows Remote Assistance
- Cisco WebEx
- Dameware
- Splashtop SOS

#### **Ticketing Systems Used:**

- Autotask (6 months)
- ServiceNow



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Signature over Printed Name

I hereby declare that the information provided by me is true and authentic to the best of my knowledge.