John Kenneth D. Alava

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

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EDUCATION

Bachelor of Science in Information Technology
Saint John Bosco
Pasig City, Philippines
2010-2012 – Undergraduate

PROFESSIONAL EXPERIENCE

Assiyana Facilities Services – Doha Qatar | February 2019 – Present
IT Support (FM)
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.

Accent Inns | January 2024 – June 2024
IT Helpdesk Engineer
Responsibilities:

- Overall administration and technical support of day-to-day onsite laptop/desktop service operations, either via face to face, telephone, or remote connection tools.
- Managing the complete life cycle of laptop/desktop environment from procurement, on-going support to decommissioning.
- Respond to all L1 service issues and request.
- Setting up IP-Phones, printers, scanners, and workstations
- Reimaging/setup of Windows, support standard build updates, conducting physical IT asset management and always keeping the IT inventory up to date.
- Maintaining the IT storeroom, carrying out frequent stock checks and

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
- Building Management System
  - Airconditioning
  - Access Control
  - CCTV
  - Fire Alarm System
  - Lighting Control

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:

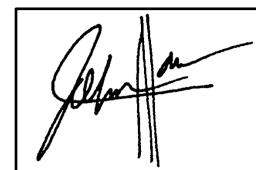AnyDesk

Datto RMM

Windows Remote Assistance

Cisco WebEx

Dameware

Splashtop SOS

Ticketing Systems Used:

Autotask (6 months)

John Kenneth D. Alava
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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.