MICHAEL GARCIA

***Senior Network Engineer | Network Administrator | Infrastructure Project Management | Technical Support***

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PROFILE

*As a highly skilled IT Network Engineer with over 14 years of experience, I have excelled in designing and managing network infrastructure, providing server and security support, implementing network security measures, and configuring various network devices. With certifications from Lucent and Microsoft, I am ready to leverage my expertise and drive to succeed in a senior network engineer position where I can effectively address complex business needs and mentor new engineers. My proven track record includes spearheading the creation of a new cloud computing product line in FIC and SASCO, resulting in a substantial $1M increase in annual revenue, and being recognized as Systems Engineer of the Year in Cisco's Desert Select region. I am passionate about delivering exceptional technical service and support and am committed to staying updated with the latest technologies and tools to enhance efficiency and effectiveness. I'm excited about the opportunity to contribute to a forward-thinking company.*

CORE QUALIFICATIONS

* *Hardware diagnostics*
* *User support and troubleshooting*
* *Hardware diagnostics and setup*
* *Software installation*
* *Service schedule coordination*
* *Programming languages: Java, Python, SQL*
* *Attention to detail*
* *Conflict resolution*

PROFESSION RELEVANT SKILLS

* *Assisting users in person and remotely with hardware-related concerns.*
* *Utilizing technical training to resolve concerns related to software functionality.*
* *Providing phone and online support to users.*
* *Working in a team-oriented environment.*
* *Implementing documentation protocols into departmental operations.*
* *Supporting audio-visual interface with computer workstations and*
* *telecommunications technologies.*

SKILLS

* *Network Configuration and Management.*
* *Operating Systems.*
* *Hardware Troubleshooting*
* *Software and Applications*
* *Network Protocols and Services*
* *Database Management*

PROFESSIONAL EXPERIENCE

***Albwardi Engineering Consultant (AEC)****, Riyadh, K.S.A. • IT Network Administrator 03/2024 – 07/2024*

Lead and manage IT infrastructure projects from initiation to completion, including scoping, planning, execution, and closure. Collaborate with clients to define project requirements, objectives, and success criteria and develop comprehensive project plans. Coordinate project resources and ensure efficient project execution. Monitor project progress, track key performance indicators (KPIs), and communicate project status to clients and stakeholders. Ensure compliance with IT infrastructure best practices, standards, and security requirements. Provide leadership, guidance, and mentorship to project team members. Conduct post-project reviews and lessons learned sessions to capture best practices and drive ongoing innovation. Manage the installation, configuration, implementation, and administration of communication equipment for enterprise network infrastructure. Maintain inventories of hardware, software, and firmware. Implement applicable policies/procedures including Information Systems Security Policy. Manage routine preventive maintenance activities across enterprise network infrastructure. Implement disaster recovery and backup plans for enterprise networks. Ensure the integrity of all backups via scheduled restore activities and backup management processes.

***Arabian Procession Holdings (APH)****, Riyadh, K.S.A. • IT Network and Technical Support 01/2022 – 1/2024*

I have experience in effectively troubleshooting network and production issues and performing root-cause analysis. I am proficient in virtualization management with VMWare, and Hyper-V. I have a track record of maintaining communication networks, monitoring network performance, and resolving technical issues. Furthermore, I have successfully collaborated with colleagues to improve network infrastructure, consequently increasing quality, reliability, and effectiveness while reducing expenses. Additionally, I have expertise in installing and configuring various network devices such as routers, modems, hubs, switches, wireless APs, and WLAN controllers. I have also performed backups of all servers and provided support and assistance to users. My skills also include configuring MPOS Retail Applications, MPOS Receipt Printer, and Barcode Handheld Scanner, as well as installing, configuring, testing, and maintaining operating systems, application software, and system management tools. Lastly, I have played a key role in managing network upgrades and migrations, ensuring minimal disruption and successful implementation by coordinating with vendors and internal stakeholders.

***Saudi Automotive Services Company (SASCO)****, Riyadh, K.S.A. • IT Network Engineer 12/2015 – 12/2021*

As the designated technical expert for the Area of Responsibility (AOR), the role entails overseeing the local infrastructure including systems administration, network administration, desktop hardware, peripherals, and software. Additionally, the position requires providing effective troubleshooting and technical expertise to resolve complex problems for network communications, desktop hardware, and software. The role also involves developing and maintaining technical standards and procedures for the operation and maintenance of the network/system infrastructure. Furthermore, responsibilities include managing installations, configurations, upgrades, and troubleshooting of hardware and software systems, as well as providing technical assistance to agency employees. In addition, the role entails managing local accounts, network rights, and access to systems, data, and equipment, as well as overseeing the Sector Life Cycle Management (LCM) program. Furthermore, providing technical and logistical assistance to facilitate network/system enhancements and serving as the focal point for customer service support are key aspects of the role. Lastly, ensuring the rigorous application of information security and information assurance (IA) policies in the delivery of desktop support, systems administration, and network/connectivity services is imperative.

***Fahad International Company****. (FIC) Riyadh, K.S.A., • IT Specialist 05/2012 – 09/2015*

I collaborate with operational managers and professional services consultants to deliver technical services. My responsibilities include troubleshooting network and hardware problems, maintaining IT policies, and security controls, and configuring email accounts and network devices. I stay updated with industry trends and ensure adherence to security measures and cybersecurity regulations.

***Princess Cruises Line****, Sta. Clarita, California, U.S.A. • Sr. Technical Storekeeper 04/2007 – 04/2010*

**Inventory Team Supervisor**

Responsible for designing modification of Amos programs used by all passenger vessels, providing functional support to the Inventory team, and providing support and review on build and test phase deliverables. Assist in the implementation plan. Design and execution of post-implementation validation.

***Desco Century Resources,*** *Tiwi Albay, Philippines • Warehouse Supervisor 04/2006 – 03/2007*

Responsible for the operation of Plant Operation’s Storeroom, performing many concurrent tasks primarily in support of Maintenance Sections. Included in the duties are several tasks that will cause interruptions to the normal flow of work. The incumbent must be able to accept these interruptions and continue to perform this job

***Daeduck Philippines Inc.****, Cavite, Philippines • Warehouseman 04/2005 – 03/2006*

Perform and hold stock analysis using the concepts of usage rate, lead time, safety stock, and Economic Order Quantity to better guarantee parts stock levels, minimize inventory value, and minimize cost of operations. In the event of a stock deletion, a Stock Authorization form should be filled out and passed to management for approval.

***Nabors Drilling International Limited****, Doha Qatar • Floorman 03/2004 – 03/2005*

Participates in all operations on the rig floor and around the wellhead. Includes tripping in and out of the hole, maintaining and cleaning handling tools, checking cleaning, and maintaining rig floor drilling equipment, and assisting services companies' specialists in testing and running casing, tubing, cementation, and wireline operations as assigned.

***Gulf Drilling International****, Doha Qatar • Floorman 06/2002–02/2004*

Responsible for assisting in setting up and taking down the drilling rig and equipment, handling, sorting, and moving drill tools, pipe, cement, and other materials in addition to maintaining a clean and organized work environment. Also responsible for the manipulation of the sections of pipe or drill stem at the rig floor during drilling. I must remove and replace the strings of the pipe or drill stem and/or drill bit.

***Saudi Arabian Oil Company,*** *Dhahran, K.S.A.* ***•*** *Computer Network Support 04/2001–05/2002*

Responsible for Local/Wide Area Network Administration under Novell, Solaris, and UNIX. Provided technical support to all departments regarding hardware and software troubleshooting. Maintain the system and NOS application that runs under the company. Maintains and tracks network connectivity.

***Dubaib and Sulaim Co.,*** *Al Khobar, K.S.A. • Computer Network Administrator 11/2000 – 4/2001*

I have identified the causes of network problems through research and analysis and developed and deployed effective solutions quickly. I have also configured network security settings and user permissions according to customer requirements and security protocols. Additionally, I've used diagnostic software and equipment to find and understand the source of networking problems. I have overseen technical support operations and solved complex cases promptly. In addition, I train new technical support staff as well as mentor them on established protocols for common client issues. Furthermore, I've built positive relationships with vendors to save on hardware or software for repair purposes, cutting costs by 30%. I have created user manuals and other documentation to help clients understand products. I also follow up with customers about existing tech support tickets to inform them of their status and ensure that 100% of tech support tickets are solved by the established timeframe to ensure client satisfaction. Lastly, I explain details using easy-to-understand words to customers and business employees with limited knowledge of technology and I test the functionality and performance of software products, hardware, and peripherals.

***Megacom Computer Centrum,*** *Pampanga, Philippines • Sr. Computer Network Technician 05/1999 – 06/2000*

Give technical training on IBM PC Compatibles to our newly hired Service Technician and gave technical support to our Sales Staff to push company products. Give instructions and assign daily field schedules for Technical Staff to provide bench work repair and give remedy to customers on-site.

EDUCATION

***Bachelor of Science in Information Technology • Bulacan State University, Malolos, Bulacan, Philippines***

***Associate Degree in Computer Programming • System Technology Institute, Malolos, Bulacan, Philippines***

SKILLS

* Windows Server
* Active Directory
* Internet Information Services (IIS)Internet Information Services (IIS)
* Help Desk Support
* Management
* Leadership
* Employee Engagement
* Social Media
* Project Management
* Meeting Planning

CERTIFICATES

**CISCO, 2013**

Routing and Switching

**Microsoft Technologies, USA 2008**

Microsoft Certified Technology (MCTS)

**Symantec Certified Specialist, 2008**

Data Protection Administrator for Windows NetBackup 6.5

**Microsoft Certified Professional, USA 2008**

Database Administrator

**Microsoft Technologies, Philippines 2003**

Microsoft Certified System Administrator on Windows Server 2003

**LUCENT Technologies, K.S A. 2001**

Local Area Networking Internetworking

Internetworking

**MICROSOFT Technologies, Philippines 1999**

Supporting Windows NT Core Technologies

**Globstan International Inc., Philippines 1999**

Intranetware Netware 4.11 Administration

TRAINING

**PRINCESS CRUISES LINE, USA**

**2007-2008**

SAFE WORKING PRACTICES FROM MERCHANT SEAMAN

Operate Ship's Lifting Plant

Onboard Management Development in Sr. Engine Storekeeper

Marine Maintenance of Spare Console (AMOS M&P Level 1-4) and its Application Software

(Certificate No. NP-028/07)

**Consolidated Training System Inc., PHILIPPINES**

**2007**

Helicopter Underwater Escape Training with EBS

**Magsaysay Shipping Corporation, PHILIPPINES**

**2006**

Survival of Life at Sea (SOLAS)

Shipboard Waste Management & Marine Pollution Prevention (Registration No. 248-0807-0037)

Personal Survival Techniques (IMO Model Course 1.19)

Fire Prevention and Fire Fighting (IMO Model Course 1.20)

Elementary First Aid (IMO Model Course 1.13)

Personal Safety and Social Responsibilities (IMO Model Course 1.21)

**DESCO INCORPORATED, GAS2RID, Philippines, 2006**

Hand Safety Awareness

Slips, Trips, and Falls

Heat Cramps, Stress, and Stroke Working at Heights

Confined Space Entry Procedures

Lockout / Tag-out / Try Out Awareness Manual Handling

Identification Assessment and Control of Hazards

***GOAL***

*Learn more and get updated with new technologies and trends to move with the world. Contribute my ability in the implementation of technologies in the real world to get the utmost satisfaction and gain momentum to move forward for my company and myself.*