

Charis Bobadilla

ICT System Administrator/ Technical Support

Contact

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Address
Doha, Qatar

Education

2007
Degree in Computer Science
Informatics College, Philippines

Expertise/ Skills

- Operating Systems: Windows/Linux
- Networking: TCP/IP, Routing, Switching Firewalls, Intrusion Prevention Detection Systems, LAN/Wi-Fi Access Point
- Security: Encryption, Access Control and Vulnerability Management
- Software: Microsoft Office Suites, Adobe Creative Suites
- Hardware: Computer components, network devices, servers
- IT Infrastructure Management: Active Directory, domain controllers, DNS servers
- Email Administration: Email creation, monitoring, rules, and security policy administration
- Data Backup and Recovery: Backup file servers and storage
- System and Network Administration
- Microsoft 365 Administration: Administration of Microsoft 365 services
- Printer System Administration
- CCTV Camera Systems
- Telephone System
- Technical Support and Helpdesk: to all end-users
- Website Updates and Maintenance
- Microsoft Excel Formulas and Development

Experience

2019 - 2023
International Printing WLL Qatar

ICT System Administrator/ Technical Support

Overseeing the entire IT infrastructure spectrum, I am responsible for planning, designing, and deploying network and software solutions, ensuring seamless operation through comprehensive monitoring and support, and empowering users with effective training programs.

2014 - 2019
Builders Construction and Real Estate

IT Technical Support/ Network Administrator

Provide comprehensive technical support to all users, troubleshooting and resolving a wide range of technical issues, including installation and setup of workstations, laptops, network LANs, Wi-Fi, printers, inter-department secure file sharing, and site-to-site connectivity.

2012 - 2014
Symantec Norton Antivirus - Sutherland

Technical Support Specialist / Consultant

Provided prompt and effective technical support to Norton Antivirus customers, addressing a wide range of technical issues, including virus removal, troubleshooting software compatibility issues, and optimizing system performance

2010 - 2012
APAC - Anthem Wellpoint Insurance

Customer Service Representative

Provided exceptional customer support to Wellpoint Dental Insurance customers, handling a high volume of calls and inquiries, effectively resolving their issues and concerns.

2007 - 2010
Foxchit Business Solutions

POS System Specialist

Provided comprehensive onsite POS technical support to clients across the country, troubleshooting and resolving a wide range of hardware and software issues to ensure optimal system performance and business continuity

About Me

A highly experienced IT professional with a remarkable 16-year tenure, bringing expertise in hardware, software, network administration, and user training to deliver comprehensive technical support and infrastructure management solutions across diverse industries.

- Communication: Excellent written and verbal communication skills
- Problem-solving: Ability to identify and solve technical problems
- Customer service: Ability to provide excellent customer service
- Teamwork: Ability to work effectively as part of a team
- Adaptability: Ability to adapt to new technologies and situations
- Attention to detail: Ability to pay close attention to detail
- Time management: Ability to manage time effectively
- Stress management: Ability to manage stress in a fast-paced environment