

Viril Llabres Calimlim

22 GSISEA St., GSIS Village, Project 8, Quezon City, 1106 Metro Manila, Philippines

+63-2-9281287 +63-919-8432040 +63-923-9370777

virilc@yahoo.com virilc@gmail.com

<http://viril.bizhat.com>

Objective *To provide excellent technical consultation, service, support and management to an established institution and enhance skills in Linux, Unix and Windows system administration*

Achievements / Career Highlights *Research And Development Supervisor - Data Edge Corporation – IT Service Provider Of National Book Store, Inc.*

- Setup, implemented and maintained the Wiki server where all technical and non-technical documents are stored
- Performed system administration and technical support to the implemented Ubuntu Linux Point Of Sale terminals, servers and desktop workstations nationwide
- Implemented database load balancing servers using *pgpool2* after migration from MySQL to PostgreSQL, MS SQL to PostgreSQL with the help of shell and PHP scripts
- Implemented Thin-Client computing using Linux Terminal Server Project (LTSP 5)
- Implemented conversion from Mandrake Linux 9.2 and Windows 98 National Book Store Point Of Sale terminals and servers to Ubuntu Linux
- Implemented high-speed Linux automated installers via USB and network using PXE, DHCP, TFTP, HTTP technologies

Site Resolution Specialist - Etelecare Global Solutions

- Nominated for the Site Resolution Specialist position - a Site Resolution Specialist handles advanced technical escalations, grant highest site approvals for part/whole computer system replacements
- Trained to handle advanced technical support escalations, enhance negotiation skills and solve difficult technical/customer care problems

Experience *Research And Development Supervisor - Data Edge Corporation, Mandaluyong City, Philippines*

September 10, 2007 – present

- Act as temporary team leader/supervisor on new technological implementations
- Provide answers to the advanced technical questions that nobody else could answer in the company (end-point personnel) through research
- Research and implement in Windows and Linux the cutting-edge technologies like Biometrics, Radio Frequency Identification (RFID), Smartcards, etc.
- Train and develop subordinates for efficient and successful implementation of new technologies
- Initiate the development, conversion, implementation and integration of free and open-source software technologies
- Compile custom kernel and drivers to make new hardware work
- Hardware/Software installation and system/database administration of Ubuntu Linux Point Of Sale (POS) terminals, workstations and servers

Technical Support Representative Level 2 / Resolution Specialist - Etelecare Global Solutions, Eastwood City, Philippines

September 06, 2004 - February 28, 2007

- Post-sales technical support for US Corporate and Consumer customers of Dell Dimension desktops, Dell Inspiron/Latitude laptops and peripherals/accessories
- Troubleshoot and repair the Dell OEM hardware, network (LAN, WAN, Wireless) and software by phone, email, chat or send an onsite technician if physical replacements are needed
- Utilize DellConnect to remotely connect to the customer's computer and help

- diagnose/repair software-related problems, remove spyware/viruses
- Assist the customers on installing operating systems (Microsoft Windows NT, 95, 98, 98SE, ME, 2000, XP, Vista) and the necessary drivers
- Function as a Dell Technical Sales Representative - up-selling of Dell parts upgrade, peripherals and accessories
- Dell Certified Systems Expert - DCSE DSP ID# 396759

Skills

Computer Hardware

- Intermediate/Advanced PC software and hardware troubleshooting/repair
- Embedded electronics: Functional Microprocessor/Microcontroller Unit (MPU) assembly language programming - PIC16F84A - Led/Stepper motor control

Computer Software

- Operating Systems: Microsoft Disk Operating System (MS-DOS), Windows 3.1/95/98/ME/2000/NT/XP/Vista Desktops, Redhat/Mandriva/Debian/Ubuntu Linux
- Programming Languages: Java, Visual Basic 6.0/2005, Visual C#, Delphi, Pascal, C, Assembly
- Scripting And The Web: HTML, PHP, VBScript, JavaScript, Linux Shell Scripting, MS-DOS Batch File
- Applications: Microsoft Office (Word, Excel, Powerpoint, Outlook), Adobe Photoshop, AutoCAD, Openoffice

Computer Networking/Administration

- UTP/Coaxial Cabling, Wireless 802.11 b/g/n, Hub, Switch, Router, Internet Connection Sharing, Cisco Routers, Local Area Networking (LAN), Wide Area Networking (WAN)
- Linux SAMBA Server as a Primary Domain Controller
- Linux HTTP (Apache), FTP (VSFTP), SSH, Mail (Postfix/Exim4), SQL (MySQL and PostgreSQL) and File Server (SAMBA/NFS) Setup

Customer Service

- Above-average call handling skills, effective communication
- Can handle escalations and provide excellent customer satisfaction

Others

- Interpersonal
- Team player
- Goal-oriented
- Dedicated
- Analytical and logical

Education

AMA Computer University, Quezon City, Philippines

2007 - 2009 Masters Of Science In Computer Science (High Honor / Magna Cum Laude)

AMA Computer University, Quezon City, Philippines

1996 - 2004 Bachelor Of Science In Computer Engineering

References

Will be provided upon request