



# GERALD M. ANCHETA

## PROFILE HIGHLIGHT

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- Competent professional offering almost 20 years in Information Technology.
- 5 plus years' experience as Technical Support providing on premise, onsite Remote Technical Support and via telephony Support regarding hardware or software issues.
- 10 plus years' experience Investigating, analysing and resolve User application and installation specifically End User and Administer New User ID and maintain existing access also maintain workstation builds.
- 10 plus years' experience in Small and Medium enterprise (SMB) Network Deployment, Management, and Maintenance of Network infrastructure to ensure smooth business operation.
- Expertise on providing technical leadership on a variety of specialized project related activities requiring expertise in specific technical areas for core information technology systems and services.
- 10 plus years' experience of facilitating on procurement related to information technology systems and services.
- Almost 5 years' experience on Microsoft Business 365 deployment, implementation and administration.
- Knowledgeable on Office Operation & Medical Centre Social Media e-Marketing and Electronic Medical Record System (EMR).

## EDUCATION

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SY June 2003 International Electronics and Technical Institute Makati City

*Information Technology Management*

- Computer Information, communication and basic accounting

## PROFICIENCY

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Computer hardware & Software Installation	4 out of 5
Network Hardware & Installation	4 out of 5
Microsoft products and application	4 out of 5
Server 2008-2022	4 out of 5
Remote Assistance	4 out of 5
Microsoft Business 365 email	4 out of 5
IPT Solution	3 out of 5
Firewall appliance (SOPHOS)	3 out of 5
Biometric & CCTV (ZKTeco)(HikVision)	3 out of 5
Migration & Backups	3 out of 5
Storage & Backup Solution (QNAP)	3 out of 5
Technical Support	4 out of 5
Electronic Medical Record System (CliniPro)	3 out of 5
Microsoft Office	4 out of 5
SMB Network Infrastructure	4 out of 5
Printers, Copiers & Large format	4 out of 5

## WORK EXPERIENCE

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*Clinics Supervisor / IT support*

September 2021 Al Dana Medical & Dental Centre

Abu Dhabi, UAE

- Supervised Facility Operation & Reception Staff incl. 5 Medical Centre. Also assigned to troubleshoot & resolve IT related concern in all 5 Medical facilities.
- To ensure quality on time services in line with clinics Policy. Ensure documentation of patient as per health authority standard. To assist reception, maximize operation and implement high quality customer service.
- To manage communication between clinics and management.
- Conduct Training on facility operation and Electronic Medical Record System for new personnel.
- To ensure and maintain the 30-50% increase on mos. Revenue.

*Information Technology Officer*

August 2016 Al Barrak Electrical Contracting Company

Abu Dhabi, UAE

- Installation, configuration and operation of Network Systems and maintenance of company's hardware and software assets. Ensuring performance by regularly monitoring, analysing, updating and improving infrastructure, manage databases, and fix bugs and errors.
- Collaborated on updating abeco Tele system by acquiring new IPT solution Cisco CUCME system cisco 88\*\* series and administering using GUI or via Putty.
- Maintenance of On-premise DOMAIN/ERP servers and onsite servers.
- Migration of email EIM delegation to new MICROSOFT 365 business emails via total deployment and administering throughout Main office and Site offices with 200-300 end users.
- Creating additional network security by deploying & administering SOPHOS/FORTINET Firewalls with complete Modules Subscriptions, Setting up policies and monitor network activities.
- Deploying, Implementing and Administering Enterprise Antivirus for servers and endpoints/end-users.
- Supervised the Site offices ((MBZ)/Shakbout (N-15599)/AL Bahia (N-7055)/Mina Site Office 400Kv (N-14216)/Shakbout 300Kv (N-15928)) Network solution, IPT solution and Data solution from designing, deployment, testing and implementation as per standard of abeco clients and Consultants like TRANSCO/ADDC/ENERGO/MOTT MACDONALD/MUSANADA/PRYSMIAN/ABU DHABI MUNICIPALITY.
- Knowledgeable in Biometric Attendance Machine, CCTV setup and web base database server configuration.
- Liaison, requisition to procurement of office equipment and peripherals like NAS (QNAP), Computers, laptops, copier machines, printers, etc. Doing recommendation and suggestion if necessary.

*Technical Support Specialist*

December 2011 Technical Touch Computers L.L.C.

Abu Dhabi, UAE

- To promote IT products and to offer best quality IT services in Abu Dhabi.
- Doing assembly, installation, configuration and troubleshooting of any IT related hardware and software.
- Laptop troubleshooting, VGA Reworks and reflowing also resolve other basic hardware problem.
- Network troubleshooting, network installation and cabling.
- Installation of Arabic Support and other Arabic applications and add-ons.
- Laptop hardware and desktop hardware replacement.
- Installation and troubleshooting of Android, IOS, Mac OS and windows OS. Also replacement of LED, LCD and Touch Screens.

*IT Technical Support*

March 2009 Zerosam Comp. Inc.

Taguig City, Phil.

- To ensure quality and on time service in line with company's standard the highest quality of customer service.
- Installation and configuration of computers, networks and cabling. Installation of computer operating System and Korean language operating system and other application. Software and Hardware Troubleshooting and printer installation and configuration.
- Assigned to handle resolve technical concern by Local clients establishment and Korean clients establishment like ENOPI Language School Inc., Daygou Inc., Hyundai Phils. and other Korean companies.

*Office practice, Assistant Clerk in LEGAL DEPT.*

2004 Premiere Bank

Pasay City, Phil.

- Assisting, typing legal document like affidavits, filing T.C. of Titles, Pc troubleshooting and printer troubleshooting etc..
- Receiving, forwarding and assisting phone calls.

REFERENCE

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Dr. Ravindra Ortho	Medical Director	ExtraCare Medical Center	Contact No: +971 50 869 7087
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