Darius Manabat- PCNSA

IT Operations Manager- Asia (7 years 7 months)
Manuchar Philippines Inc.

(+63) 9360469640 | darius@manabat.ph | | Cavite, Calabarzon & Mimaropa

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Experience

21 years of total experience

Feb 2015 - Present
(7 years 7 months)

IT Operations Manager- Asia
Manuchar Philippines Inc. | National Capital Reg, Philippines

Industry	Transportation / Logistics
Specialization	IT/Computer - Hardware
Role	Management
Position Level	Regional Manager

- My main responsibilities covers the entire IT operations of Manuchar offices in Asia Pacific such as Hong Kong, Thailand, Indonesia, Philippines, Vietnam, India, Pakistan, Bangladesh, China, including Australia.
- on top of managing groups of IT Support team in Asia, carefully defining roles, responsibilities and objectives, coaching and overseeing the day-to-day operations or Running Services (ITIL best practices);
- plans directs and manages a single or portfolio of ICT projects or services to ensure co-ordination and management of interdependencies.
- designing strategies, set goals and strictly following KPIs;
- making sure the teams are working productively and developing professionally individuals;
- making sure quality of services are being delivered to users;
- Crafting and set policies and procedures;
- Responsible in maintaining budgets and optimizing expenses;
- in-charge in IT recruitment and screening;
- ensure proper documentations of processes;
- Ensure continuity of IT systems and avoid business interruptions;
- Recommend, plan and propose projects that are based on business requirements;
- Enforcing security/cybersecurity by managing CheckPoint and Palo Alto Firewalls of different offices, in Asia and beyond;
- Escalate issues to external service providers, contractors and making sure SLAs are met;
- Performs local administration and operations in accordance with company's standards, policies and procedures.
- Monitors compliance based on local ruling, laws in different countries(eg. software licensing, data privacy);
- design and exercise disaster recovery and business continuity plans;
- Travels to different regional offices and warehouses as may require assessing or plan upcoming projects;
- Orchestrates projects to develop or implement new, internal or externally defined processes to meet identified business needs. ;
- regularly prepare reports and communications to Country Managers and Regional Directors;
- Secondary role is being part of the senior IT engineer that supports escalated requests in global operations (eg. Europe, Africa, LATAM);
- Directly reporting to Headquarters IT Operations in Antwerp, Belgium.

- Proven experience in various ICT sections, eg hardware, software, network, servers
- High level of knowledge in the area of Windows environment (eg. Active Directory, Servers), various productivity tools (M365), network monitoring tools, dashboards and analytical reports;

- With strong analytical ability
- Excellent in communication skills
- well knowledge of business process and functions
- Problem-solving aptitude

Oct 2001 - Feb 2015
(13 years 5 months)

IT Administrator
Taishan Insurance Brokers Phils., Inc. | National Capital Reg, Philippines

Industry	Insurance
Specialization	IT/Computer - Network/System/Database Admin
Role	IT Executive/MIS
Position Level	Assistant Manager / Manager

- Maintains organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans in implementing innovative solutions;
- Recommend information technology strategies, policies, and procedures by evaluating organization's outcomes; identifying problems; evaluating trends; anticipating requirements;
- Approve and monitor projects, IT budgets (CAPEX and OPEX), standard procedures, priorities;
- Approve vendors used by organizations for projects and procurement;
- Maintain asset inventory; Preserves assets by implementing disaster recovery and back-up procedures and information security and control structures.
- Performs ethical and legal functions in accordance with the law (related to software licensing);
- Coordinate priorities between the IT department and other department;
- Review the adequacy and allocation of IT resources in terms of funding, personnel, equipment, and service level;
- Served as a main point of contact in all IT-related issues;
- Responded/Acted positively to higher management direction;
- Provides internal communications and release correspondences effectively with other departments;
- Reports regularly to the management committee and Board of Directors regarding IT operation and direction;
- Evaluate solutions and provide report to the management;
- Maintains quality service by establishing and enforcing organization standards;
- Accomplishes IT staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies;
-Perform Asset/Inventory Management, provides Desktop and LAN remote access assistance to branch office.
-Ensure SLA agreement and commitments from various suppliers and providers
-Perform logging of support incident request using Service Desk system (ITIL).
-Providing support to remote offices in provincial offices.
-Evaluator and part of decision making in IT procurement procedures

- With an advanced knowledge in the following environment: NOS (Windows Server 2000, 2003 & 2008); Desktop Operating System (Windows and MAC OSX); Application (MS Office) HTML, PHP, and CMS website such as Joomla and Drupal.
- Administrator and with advanced knowledge of various services of Email (MS Exchange 2003, Merak Mail Server), Directory Services (Windows Server 2003 & 2008 Active Directory, Group Policy, DNS, WINS, DHCP, WSUS, Database MS SQL 2000, MySQL, Security (Watchguard Firebox Firewall, WAN and Mobile VPN (IPSEC)), IIS, FTP and Web Server, Disaster Recovery (Symantec BackupExec 10/11/12.x), Managed Security Systems (Symantec Endpoint Protection Suite), Proxy System/ Web Security, SMTP Gateway Protection or Symantec Brightmail, Symantec Mail Security for Exchange, Virtual Server Application (VM Ware).
- Administrator of physical network from structured cabling, implementation, security and

maintenance of various equipment such as Routers and Wireless routers, Access Point, 3COM Switches and Hubs, VPN and Mobile VPN, and Appliance firewall.
- Administrator of telecom system using a hybrid PABX.

| Jun 2000 - Sep 2001 | **Computer Systems Technician** |
| (1 year 4 months) | AMA COMPUTER LEARNING CENTER \| National Capital Reg, Philippines |

Industry	Education
Specialization	IT/Computer - Hardware
Role	Technical Support
Position Level	1-4 Years Experienced Employee
Monthly Salary	PHP 1

Duties:

- Field Service Engineer, reports directly to the Technical Head. Performs troubleshooting, tuning, and fixing Technical hardwares.

- Administer Local Area Network.

Accomplishment:
Accomplished all the duties and responsibilities of a Computer System Technician.

Reason for leaving: Looking for a better opportunity

Education

| 2022 | **Technological University of the Philippines** |
| | Bachelor's/College Degree in Computer Science/Information Technology \| Philippines |

| 2000 | **AMA Computer Learning Center** |
| | Vocational Diploma / Short Course Certificate in Computer Science/Information Technology \| Philippines |

| Major | Computer Systems Technology |
| CGPA | 95.0 / 100.0 |

Skills

| Advanced | Structured Cabling (LAN), Active Directory, Endpoint Protection, Exchange Email Server, Firewall (Palo Alto, CheckPoint), Office 365, Network Management Systems |

Languages

Proficiency level: 0 - Poor, 10 - Excellent

Language	Spoken	Written
Filipino	10	10
English	9	9

Jobstreet English Language Assessment (JELA)
Date Taken   2 Apr 2012
Score   28/40

Additional Info

Expected Salary   USD 2,500
Preferred Work Location   Anywhere in Singapore, National Capital Reg, Anywhere in Hong Kong

Other Information
SUMMARY:
Proven strong experience, skills and personnel management from a multi-national company. Demonstrated capability to achieve business goals through innovative technology and effective solutions. With broad range of technical expertise and highly effective communications and interpersonal skills. An ITIL Practitioner and with a great passion in supporting business to achieve the goals.

About Me

Gender   Male
Age   43 years
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                   Calabarzon & Mimaropa, Philippines
Nationality   Philippines