



Aquiles Amodia Ymbong

Philippine Address: 736 Ceres St. Gun-ob, Lapu-Lapu City Cebu, Philippines

Saudi Arabia Address: 7989 Othman Bin Muammar Al Masif Unit No.1 Riyadh
Kingdom of Saudi Arabia

Mobile No : 09453812007

Email Address: aquiles_ymbong@yahoo.com

JOB OBJECTIVES: To be able to work as any position that fits my qualification
To join the staff of a company where my skills can be used
To the fullest advantage. To seek a position with the
Challenge and opportunity for growth and advancement.

PERSONAL DATA:

Age : 42
Birthdate : December 19, 1982
Civil Status : Married
Citizenship : Filipino
Height : 5'6"
Weight : 140 lbs.

EDUCATIONAL BACKGROUND:

College (2000-2006)
University of San Jose-Recoletos
Magallanes St. Cebu City, Philippines
***Bachelor of Science in Electronics and
Communications Engineering (BS-ECE)***

High School (1996-2000)
Marigondon National High School
Marigondon Lapu-Lapu City, Philippines

Elementary (1990-1996)
Maribago Elementary School
Maribago Lapu-Lapu City, Philippines

RELATED EXPERIENCE:

Company Name: ALJAZIRAH Vehicles Agencies Co. Ford
Company Address: Kingdom of Saudi Arabia, KSA

Position: I.T. Service Support

Date: November 26, 2017 – To Present

- Provide technical assistance and support for incoming queries and issues related to computer system, software and hardware.
- Respond to queries either in person or over the phone.
- Respond to email message for customer seeking help.
- Install modify and repair computer hardware and software.

RELATED EXPERIENCE:

Company Name: ALQURAISHI Canon Distribution & Marketing

Company Address: Kingdom of Saudi Arabia, KSA

Position: Technical Service Representative

Date: August 20, 2016 – November 09, 2017

- Conduct investigation on camera defects and reject assemblies, and develop corrective measures.
- Conduct Isolation and testing on additional countermeasure parts, deleted parts, modified parts, specification change.
- Conduct camera failure analysis on failed QA reliability tested cameras, countermeasure to ensure that the quality within the QA standard limit is met.
- Conduct repair of the DIGITAL and DSLR cameras.
- Conduct repair and troubleshoot of all PIXMA Printer Units

Company Name: Canon Marketing Philippines Inc.

Company Address: Unit 15 Golam Drive the Gallery Mabolo Cebu City

Position: Technical Service Engineer (Image Communication Products)

Date: March 28, 2012 – July 30, 2016

- Conduct investigation on camera defects and reject assemblies, and develop corrective measures.
- Conduct Isolation and testing on additional countermeasure parts, deleted parts, modified parts, specification change.
- Conduct camera failure analysis on failed QA reliability tested cameras, countermeasure to ensure that the quality within the QA standard limit is met.
- Conduct repair of the DIGITAL and DSLR cameras.
- Conduct repair and troubleshoot of all PIXMA Printer Units

RELATED EXPERIENCE:

Company Name: PENTAX Cebu Philippines Corp. (Plant 1)

Company Address: Mactan Export Processing Zone 1, Lapu-Lapu City

Position: Technical in Charge (Camera Technical Department)

Date: September 01, 2008 – December 15, 2011

Duties and Responsibilities:

Camera Electrical Investigation

- Conduct investigation on camera defects and reject assemblies, and develop corrective measures at process mainline.
- Conduct validation testing on additional countermeasure parts, deleted parts, modified parts, specification change, machine change, process change, parts from repaired or new mold die and other changes that might affect product performance.
- Develop repair process flow on each defect for Production Repair Team
- Prepare Machine and Checkers Pre-Operation Instructions, Preventive Maintenance and Calibration Instructions
- Provide technical reports on camera defects to identify and document the major causes and implemented countermeasures for future references
- Conduct camera failure analysis on failed QA reliability tested cameras, and conduct necessary containment, corrective and preventive countermeasures to ensure that the quality within the QA standard limit is met

Company Name: PENTAX Cebu Philippines Corp. (Plant 2)
Company Address: Mactan Export Processing Zone 1, Lapu-Lapu City
Position: Technical in Charge (Camera Technical Department)
Date: September 01, 2008 – December 15, 2011
Duties and Responsibilities:

Technical Investigation (Digital Camera Module)

- Assisting in the investigation of defective products.
- Assisting in achieving department objectives.
- Setting, maintaining and calibration/preventive maintenance of IMTE and Manufacturing equipment.
- Performing task that are assigned by superiors or appointed company committees provided that necessary orientation or training are being carried out.
- Monitoring production lines condition and making improvements if necessary.
- Maintaining housekeeping activities ay high level.

RELATED EXPERIENCE:

Company Name: HMR Philippines Inc.
Company Address: Magallanes St. Cebu City
Position: Technical / Sales Consultant
Date: November 2007 –May 2008
Duties and Responsibilities:

- I was tasked to do selling and interacting clients with our computer products from US and Australia.

RELATED EXPERIENCE:

Company Name: Netvoice Communications
Company Address: Cebu City
Position: Technical VOiP Consultant
Date: July 2007 – November 2007
Duties and Responsibilities:

- Responsible for installing, maintaining and troubleshooting the VOIP Phone System. Installing of network infrastructure and assembling, Testing Hardware including training users in the use of standardized software.

RELATED EXPERIENCE:

Company Name: California Electronics

Company Address: Labangon, Cebu City

Position: Electronic Technician

Date: August 2006 – February 2007

Duties and Responsibilities:

- I was tasked to assemble and troubleshoot computer, cabling estimation, installing digital surveillance camera (CCTV) and other electronic equipment.

RELATED EXPERIENCE:

Company Name: Philippine Long Distance Telephone Company (PLDT)-OJT

Company Address: A.S Fortuna St. Mandaue City

Position: (OJT) Test Board and Switchman

Date: March 2005 – May 2005

Duties and Responsibilities:

- On job training. I was tasked to work as Switchman and Testboardman. My job includes tapping wires from the main distribution frame equipment to cable side and for telephone such as Alcatel Digital Subscriber Loop.

Registered SAUDI COUNCIL of ENGINEER:

- Electronics and Communications Engineer
Membership no. 485059
- Member of Institute of Electronics and Communications Engineers of the Philippines IECEP (Philippines and Riyadh KSA Chapter)

TRAININGS AND ATTENDED:

- **KAIZEN- Key to Competitive Success**
PENTAX Cebu Philippines Corporation
MEZ 1, Lapu-Lapu City, Cebu, Philippines
- Basic Occupational Safety and Health
- MPEG Technology
- Industrial Robotics
- Broadband Networking
- Simatic Controller
- HFC Technology
- Telecom Networks Evolution and Application

SKILLS:

- Knowledge in QMS ISO 9001
- Computer Literate
- Knowledge in Technical Drawings and Specifications
- Basic knowledge in Programmable Interrupt Control (PIC) Programming
- Knowledge in using engineering equipment, instruments and tools.
- Microsoft Office and IT Desktop Support
- Cisco IP Phone and Switches Configuration
- Computer Hardware and Network configuration and Troubleshooting

Technical Skills:

- **Hardware:** Install, troubleshoot and repair of PC's peripherals like FDD, HDD, CD ROM, power supplies, CPU's, sound cards, video cards, NIC, memory on both clone and branded units like COMPAQ, IBM, HP, DELL, laptops, printers and barcode scanners. Identify system components, assemble and implement preventive maintenance.
- **Software Languages and Application:** In depth knowledge of desktop operations, install, configure and navigate through Windows 95, 98, 2000, 2003, NT and windows XP. With knowledge in Windows NT 4.0 Server, Windows 2000 Server, mail software such as Lotus Notes and basic AS400 operations, AutoCAD Release 14, Microsoft Office (MS Word, MS Excel, Power Point Presentation)
Assembly Lang., C Language, C++, FoxPro, Object-Oriented Programming, Remedy Administration, Active Directory and Network Administration
Cisco1 "Networking Fundamentals"
Cisco2 "Cisco Networking"
Cisco3 "Cisco Semestral 3"
- **Concepts and Connections:** Account and policies, Creates outage reports, software and hardware audits and inventories. Configure network printer and sharing, HP Jet Direct. TCP/IP protocol and RAS Configuration (Client and Server). Network Cards, Hubs Switches. Installation and Configuration of Wireless LAN Card. Host Protocol. Maintains a strong customer service orientation to ensure end-users/client needs and expectations are satisfied.
- Handles different kinds of hardware computer problem including their servers on how to communicate to all computers within the branch and also on how to troubleshoot their printers, check readers and also setting up network printers.
- Handles different kinds of software's they used for their daily work or on how to communicate to their Head Office
- Provide first-level telephone and technical IT support for troubleshooting and resolution of computer related problems both Software and Hardware
- Receive calls and create a call ticket by Logging details of problems and service requests completely and accurately
- Call handling / Resolves PC & System Related concern over the Phone
- Monitoring created cases according to severities
- Escalates/reports concerns, issues and problems regarding ATM daily monitoring activities and other problem reported by end-user.
- Escalates all ATM issues and problems to all concerned group.
- Attend, address and resolves customer issues and queries.
- Report's Service Calls Request to onsite 3rd party service provider with accuracy.
- Active Directory and Network Administration
- Investigates, analyzes, and resolves simple to complex hardware problems on factory and office computer and telephone systems; performs advanced hardware repairs, maintenance, technical assistance, and support on a wide range of PCs and peripherals.
- Provides technical assistance, support, and troubleshooting in the resolution of system communications failures and conflicts.
- Logs and tracks requests for assistance related to ICS-supported systems; gathers and logs appropriate demographic data related to each request; tracks user problem trends.
- Evaluates existing computer systems hardware, and performs system upgrades, based on end user requirements; installs, integrates, configures and tests new systems and hardware; resolves configuration conflicts and errors.
- Maintain a high standard of customer service in dealing with and responding to questions.
- Reviews, prioritizes, and processes problem reports; documents the progress of projects.
- Perform first hand solution to both hardware and software problems.

- Provide technical solutions in any activities pertaining to identification, prioritization and resolution of reported problems.
- Provide preventive maintenance to both software and hardware
- Provides technical assistance, support, and troubleshooting in the resolution of system communications failures and conflicts.
- Maintain a high standard of customer service in dealing with and responding to questions.

CHARACTER REFERENCE:

Mr. Fahad I. Al Swailem

Mobile: +966 582255663

I.T. Service Manager

ALJAZIRAH Vehicles Agencies Co. Ford

Kingdom of Saudi Arabia, KSA

Mr. Henry Cabahug Jr.

Mobile: +966 547491983

Technical Service in Charge

SONY Electronics, Kingdom of Saudi Arabia, KSA

Mr. Frank Misa Branzuela

Mobile: +966 559347885

Procurement Officer

Saudi Entertainment Ventures SEVEN, Kingdom of Saudi Arabia, KSA