



# LEO SIMON F. HORLANDA

**TECHNICAL SUPPORT ENGINEER / SERVICE ENGINEER**

BLK3, LOT 2, SANJOSE MARIA VILLAGE, MEDIA ONCE, TOLEDO CITY, CEBU  
MOBILE NO. +63915-1730282

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## ABOUT ME

A detail-focused and results oriented IT professional with comprehensive experience in application support including system support, upgrading, configuring and troubleshooting. A dedicated, ambitious, organized, and self-motivated team player who has a willingness to work hard in order to achieve the highest possible standards.

### I. Personal Data

Date of Birth	:	October 21, 1985
Age	:	33
Place of Birth	:	Cebu City
Civil Status	:	Married
Spouse Name	:	Franz Belotindos Horlanda
Citizenship	:	Filipino
Religion	:	Roman Catholic
Height	:	5'7
Email Address	:	lhorlanda@yahoo.com
LinkedIn	:	<a href="https://www.linkedin.com/in/leo-simon-horlanda-367781121/">https://www.linkedin.com/in/leo-simon-horlanda-367781121/</a>
Facebook	:	<a href="https://web.facebook.com/leosimon.horlanda">https://web.facebook.com/leosimon.horlanda</a>
Skype ID	:	Leo Simon Horlanda

### II. Working Experience

- September 2017- July 2019

**Office Solutions IT  
Maintenance Engineer and Service Engineer**

*Head Office:*

*2 Gould St, Osborne Park WA 6017, Australia*

*Cebu Office*

*Regus, 11<sup>th</sup> Floor, Apple One Equicom Tower, Biliran Road, Cebu  
Business Park, Cebu City, 6000, Cebu*

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- 0365

**Brief Description:**

Providing Maintenance and Service request support from our clients in Western Australia, USA, Dubai and Mozambique.

- Responsible for delivering remote systems maintenance for client environments.
  - Always works to OSIT standards and delivers service at high level, efficiently and in a professional manner.
  - Works both reactively, in alerts generated bby automated systems monitoring and also proactively, performing maintenance tasks.
  - Handling all maintenance task and can work on alerts which have been assigned by my manager. This includes remote maintenance for computers, servers, networking equipment, storage equipment, Windows and other software updates, etc. and may include testing of hardware and services such as backups and antivirus.
  - Follow the define process for completing maintenance tasks.
  - Creating and updating documentation relating to client IT equipment and software's as well as assessing current configuration.
  - Auditing systems to obtain and document current configuration details or update existing documentation with current details.
  - Also required to audit items such as security permissions, review backup configurations.
  - Responsible for remotely fulfilling service request for client IT environments.
  - Prioritize and classify new support jobs, and work on incidents and other tasks.
  - Handle remote maintenance on computers, servers, network equipment, storage equipment, Windows and other software updates, etc.
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- September 2006 – July 2016

**Rose Pharmacy, Inc.**  
**Hardware and Software Technical Support**  
#16 Emilio Osmeña St., Guadalupe, Cebu City

- Telephony  
- Physical setup

**Brief Description:**

Working within the systems department, providing hardware and software support for 250 plus branches nationwide and also supporting 200 plus employees at Head Office.

- Install and configure hardware and software applications in HQ and in branches.
  - Branch POS support and Loyalty System support.
  - Monitoring and maintaining computer system and networks
  - Talking to staffs through a series of actions, either face to face or over the telephone to help set up system and resolves issues.
  - Troubleshooting system and network problems and diagnosing and solving hardware and software faults.
  - Replacing computer parts as required.
  - Roll-out of new system projects and new applications.
  - Setting up new user accounts and profiles and dealing with password issues.
  - Responding within agreed time limits and to call outs.
  - Working continuously on a task until completion (or referral to third parties, if appropriate);
  - Printer repairs (POS Printers & Dot Matrix, LaserJet, InkJet).
  - Ensures that the branch connections are up.
  - Configure corporate emails in Head Office and branches and through mobile corporate emails.
  - Installing, configure hardware and software of new branches.
  - Maintain office servers and telecommunication such as VOIP, and analog units.
  - Maintain or configure WIFI connections in the office.
  - Install or troubleshoot network printers.
  - Setting up conference/ meeting equipments.
  - Support for photocopy machines.
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### III. Professional Skills

#### Microsoft

- Window Server
- Windows 7, 10
- MS Office
- Office 365
- Azure ad sync
- Microsoft Exchange
- Power BI
- Teams
- SharePoint
- One Drive
- Outlook
- Active Directory
- Azure

#### Backup Software

- Veeam ✓
- Shadow Protect ✓
- AWS ✓

#### Firewalls

- Sonicwall ✓
- Sophos
- Cisco
- Watchguard

#### Anti-Virus

- Trend Micro
- Sophos
- Webroot
- Kaspersky

#### Storage

- SAN
- NAS

#### Virtualization

- VMware
  - Hyper-V
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## **VI. Character Reference**

- **Mr. Roland Giangan**  
Systems Administrator  
Rose Pharmacy, Inc.  
Cebu City  
230-5020
  - **Mr. Vic Agot**  
Sales Support  
Office Solutions IT  
+639064573305
  - **Mr. Ryan Ayade**  
Service Engineer  
Office Solutions IT  
+639152781768
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