

# DEAN MARC MANUEL PIMENTEL

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## FRAYENTEQ.COM

July 16, 2024 - Up to Present

**IT Consultant / IT Manager  
Managing Parter**

**NOVALICHES, QUEZON  
CITY PHILIPPINES**

## DOKWIFI.COM

July 16, 2024 - Up to Present

**Chief Technical Operations (CTO)  
Business Owner**

**CAGAYAN DE ORO CITY,  
PHILIPPINES**

## POPUP.QA

May 14, 2023 - July 16, 2024

**IT - MANAGER**

**AL MIRQAB, DOHA, QATAR**

- Supervising daily operations of network and server infrastructure.
- Aligning IT infrastructure with current and future business requirements and goals.
- Managing IT budgets, forecast, handling cash flow and enforcing cost-effectiveness.
- Evaluating risk, developing network recovery and backup processes.
- Assessing and purchasing new and replacement hardware.
- Assuring that IT activities are within the limits of applicable laws, codes and regulations.
- Testing, troubleshooting and adjusting information systems to operate effectively.
- Implementing security of the network, data and its storage and communication systems.
- Lead SaaS Project Development - Point of Sales System and Enterprise Resourcement Management Systems.
- Conduct client users system operational procedure in every system development completion.

**THE ADDRESS INT'L  
TECHNOLOGY  
(KLSHI.QA -  
Marketplace)**

May 01, 2022 - November 30, 2022

**SYSTEM INTEGRATION SPECIALISTS**

**DUHAIL, DOHA, QATAR**

- Manage work assignments of internal staff and schedule and monitor adherence to procedures, protocols, and standards. Act as an on-site project manager, responsible for managing projects from inception to completion.
- Plan and establish project framework and identify project milestones to ensure the project is completed according to project specifications and within specified timelines.
- Design, develop, implement, and evaluate functional specifications for a variety of highly complex corporate application systems.
- Complete feasibility studies and cost-benefit analyses and translate technical flow into business terms.
- Coach and mentor junior staff in order to ensure a highly motivated and technically competent team.
- Participate in the development of capital project charters and cost justifications.
- Lead the ongoing design and support for technology in server and related environments, data network infrastructure and related environments, datacenter technology and facilities, storage area network and other storage related environments, voice network infrastructure and related environments.

## YESCLICK OFFICIAL

Feb. 17, 2021 - April 2022

**SYSTEM DEVELOPMENT MANAGER**

**DUBAI, UNITED ARAB EMIRATES**

- Focuses on designing, integration, and managing on complex systems over the systems life cycle in a web-based environment.
- Utilizes system principles in developing and implementing applications and programs for the backend processing systems used in businesses and organizations.
- Creating documentation and operating manuals for the end-users.
- Handling Trainings and support for all users to assure the smooth operation in daily cycle.
- Leading the system development team on fault finding, diagnosing and fixing bugs.
- Responsible for the company's system backbone security time to time.

## OPENCART LTD.

Jan. 15, 2017 - Feb. 04, 2021

**B2B/B2C SYSTEM BACK-END DEVELOPMENT  
& PLUGGINS DEV TUEN MUN, HONG KONG**

- Focuses on designing, integration, and managing on complex systems over the systems life cycle in a web-based environment for individual clients.
- Developed and implemented 3<sup>rd</sup> party Client web applications for the backend and front-end processing in a B2C and B2B business environment.
- Creating documentation and operating manuals for the end-users.
- Handling Trainings and support on every company client projects to assure the smooth operation on their respective Platforms.
- Act as Team Consultant in system development particularly on fault finding, diagnosing and fixing bugs on different OpenCart Platform Version.
- Responsible for the client's system backbone security time to time within the contract duration.

## **DUBAI HEALTH AUTHORITY PROJECT**

Nov. 30, 2009 – Dec 09, 2017

## **IT MANAGER - SYSTEMS AND NETWORK ADMINISTRATOR**

**DUBAI, UNITED ARAB EMIRATES**

- Overall Support in Group Offices on Hardwares, Softwares, Networks.
- Troubleshooting, Hardware Upgrades, Software Updates & Maintenance.
- Overall, In-Charge on company's Infra. set-up & structured network cabling end-to-end Termination. Switching, Routing, Wireless A/P, & Firewall Solutions. (Specialized in Cisco, SonicWall & Cyberoam Security Appliance - Site to Site VPN and SSL VPN Configs)
- Corporate Email Server Development and Maintenance (MS Exchange, POP, IMAP, SMTP)
- Code Projects & Cpanel Mgt. - Programming Language HTML5, JavaScript, Node.js, jQuery, Bootstrap3, BootStrap4 and BootStarp 5, PHP, CSS3 - Web Development, on MYSQL 5.7 PHP 7.4, Cloud Storage.

Nov. 30, 2009 – Dec 09, 2017

- Manages company's IP Telecom System (AVAYA, NEC, & PANASONIC).
- Handled company's IP Camera, Network CCTV Installation, & NVR Configuration,
- Monitoring, Troubleshooting & Maintenance with SERA & DPS Compliant.
- Manages Helpdesk Team - Administering Desktop/Laptops Peripheral Devices/
- Hardware Inventory Management.
- Administering Company's Back-end Infra. - Active Directory/ DNS/ DHCP/ IIS & other services support up to Windows Server 2016 R2.
- Handled Exchange Center System Approvals from Dubai Protective System & Security.

## **IBM SMARTMATIC PROJECT**

June 02, 2009 - June 2010

## **SENIOR TECHNICAL SUPPORT ENGINEER**

**BUKIDNON, PHILIPPINES**

- Reports directly to Provincial Commission Officer
- Act as Government System Support to public operations.
- Prepares & update Client Devices
- Handles Secured Data Entry to Personnel details On Philippines Commissions on Elections System Back end Portal.
- Attends regular system security seminars with the Provincial Commission Officer
- Performs Back up & Maintenance on regional Data Center
- Leads the Team of 10 Help Desk Support Engineer
- Handled IBM-Smartmatic 1st Philippines Automated Elections, Precinct Count Optical Scan Deployment & Monitoring on various location under region 10 of the Republic of the Philippines

## **C&E PUBLISHING, INCORPORATED**

Jun 05, 2007 – May 15, 2009

## **ACCOUNT EXECUTIVE MANAGER R.O. IX & X**

**ZAMBOANGA CITY , PHILIPPINES**

- Supervises Regional Sales Accounts & Area Branch
- Reports Directly to Regional Sales Manager
- listening to customer requirements and presenting appropriately to make a sale
- maintaining and developing relationships with existing customers in person, and via
- telephone calls and emails
- arranging meetings with potential customers to prospect for new business
- acting as a contact between a company and its existing and potential markets
- negotiating the terms of an agreement and closing sales
- gathering market and customer information
- representing the organization at trade exhibitions, events and demonstrations
- negotiating on price and costs, delivery and specifications with buyers and managers
- challenging any objections with a view to getting the customer to buy
- advising on forthcoming product developments and discussing special promotions
- liaising with suppliers to check the progress of existing orders

June 02, 2009 - June 2010

- checking quantities of goods on display and in stock
- recording sales and order information and sending copies to the sales office
- reviewing your own sales performance, aiming to meet or exceed targets
- gaining a clear understanding of customers' businesses and requirements
- making accurate, rapid cost calculations, and providing customers with quotations
- feeding future buying trends back to employers
- attending team meeting and sharing best practice with colleague

**C&E PUBLISHING,  
INCORPORATED**

Feb. 27, 2006 – Nov. 03, 2007

**INVENTORY CONTROL / ONLINE  
SUPERVISOR**

- Supervises all branch inventory operations
- Reports Directly to Inventory Control Accountant
- Makes Daily, Weekly & Monthly Stock on Hand Reports
- Maintains Stocks Availability & Quality
- Source Out Stocks from other branches via online
- Maintains Stock Security
- Handles Inventory Control Systems (In-coming / Outgoing Stock Monitoring & Control, Stock Demand Analysis, & Dispatching Control)
- Supervises Inventory Clerks & Staffs.
- Act as Dispatching & Stock Online Supervisor (During Position Vacancy)

**CAGAYAN DE ORO CITY ,  
PHILIPPINES**

**C&E PUBLISHING,  
INCORPORATED**

Jun 06, 2005 – Feb. 26, 2006

**TECHNICAL SUPPORT ENGINEER**

- • Reports Directly to Branch Manager
- • In-Charge in product monitoring availability at the selling area
- • Maintains Stock displays in good quality
- • Prepares Stock Request Reports
- • Entertains Customer / Clients
- • Assist the Branch Manager
- • Helps branch product promotion
- • Technical Desk-side Call Support for three (3) Regional Branches
- • POS & Order Entry Maintenance Support for three (3) Regional Branches

**CAGAYAN DE ORO CITY ,  
PHILIPPINES**

**MEL CITY INTERNET  
CAFÉ**

Jan. 15, 2002 – Jan. 12, 2003

**CAFE TECHNICAL ASSISTANT**

- Directly reports to IT supervisor
- PC health status monitoring
- PC parts & accessories inventory controller
- Assistant to computer technician
- Act as data entry processor servicing office clients & students
- Generate monthly report on computer unit accessories
- Consolidates daily cash sales & service reports prior to shift-end.

**CAGAYAN DE ORO CITY ,  
PHILIPPINES**

**WEB APPLICATION DEVELOPMENT  
EXPERTIES:**

- Fullstack Dev (Front end / Backend)
- Front-End: HTML5, JavaScript, Node.js, jQuery, BootStarp 5, CSS3
- Back-End: PHP 8.3 - MVC & Laravel 8, 9, 10, & 11
- Progressive Web Application (PWA) Integrator - .json, manifest worker
- Database Management ( MySQL 8.2/ MariaDB 11.0)

**TOTAL WORK  
EXPERIENCE DURATION:**

- 1. **INFO. TECH. (I.T.)** RELATED WORK = **23 YEARS**
- 2. **BUSINESS & MARKETING** RELATED WORK = **3 YEARS**

**INFOTECH INFRASTRUCTURE (NETWORK  
SECURITY, FIREWALL, A/P, SWITCHES**

- Network Management - Structured Cabling, Switching & Routing L1, L2, L3 (Sonicwall, Cyberroam, Foritgate)
- Server & Network Access Storage Management (Cisco & Dell)
- Laptops, Desktop & End-User Support Management
- User Data, Database Backup and Migration(MySql 8.2, MariaDB 11.0)
- Cloud Service Integration
- Cloud Computing
- System Integration (Payment Gateway - Rest Api)
- System Virtualization (HyperV, VMWare, VSphere)
- CCTV & IPCCTV Integration (Hikvision)

**PERSONAL  
BACKGROUND:**

Age : **42 Years Old**  
 Birthplace : **Cagayan de Oro City,**  
 Legal: **Philippines**  
 Status : **Married**  
 Religion : **Christian**

# PROFESSIONAL QUALIFICATIONS

## EDUCATIONAL BACKGROUND:

- HIKVISION Certified Security Professional (Security Device Integrator)**

**February 06, 2020 - HCSA & HCSP**

Hikvision Office, 52nd floor, Almas Tower,  
Jumeirah Lakes Towers, Dubai, UAE

- HIKVISION Certified Security Professional (Security Device Manager)**

**March 12, 2022 - CGSA & CGSP**

Via HikConnect One Cloud Center

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- Masters In Information Technology (MIT) 2440hrs - 87% Passing Rate**

**July 2016**

The Emirates Education Center Emirates  
P.O. Box 50417 Dubai UAE

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- MCSA Level II (Server / Hardware Configuration & Networking)**

**May 2016**

The Emirates Education Center Emirates  
P.O. Box 50417 Dubai UAE

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- Basic Safety Training Course (IOSH)**

**May 2016**

The Emirates Education Center Emirates  
P.O. Box 50417 Dubai UAE

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- Microsoft Certified IT Professional - MCITP D623-9932**

**February 22, 2012**

Site Power Training Institute  
101 KML Building AL Meydan Road  
Sheikh Zayed Road Dubai UAE

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- Associate in Business Information Technology**

Major In Systems & Network Engineering

**March 2008**

•Informatics College  
Tiano-Hayes Streets, Cagayan de Oro City Philippines

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- Bachelor of Science in Commerce**

Major in Agri-Business Management

**October 2005**

Xavier University School (Ateneo de Cagayan)  
Corrales Avenue Cagayan de Oro City

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