

Maria Victoria Kapauan-Gaerlan

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Background Summary

PROJECT MANAGER with extensive experience in IT office operations, technical support, R&D, and the operational management of medium-sized Local Area Networks. Product knowledge spans customer relations management programs, local area networking hardware & software, web design software, desktop publishing programs. Related areas of expertise are:

- Content Management
- Helpdesk Management
- Technical Support & PC Hardware/Software Troubleshooting
- Product Testing and Quality Control
- Canvassing & Procurement
- Customer Relations

Experience

IMAGINET INTERNATIONAL INC.

1999-2003

101 Zodiac Street, Palm Village, Makati City
Tel (02)895-9755

(a leading edge Systems House based in Makati City, Philippines. 20 years in IT Installation, Operations & Support service for ISP's & Corporations.)

Operations & Technical Support Manager (2002 to 2003)

- Overseeing all ongoing software and web development projects for all current clients of the company
- Liaison between all current clients and team leaders to ensure accurate logging and performance of client requests
- Overseeing all ongoing network and connectivity issues within the company premises, as well as for clients who have networking and connectivity maintenance contracts with our company
- Generating quotes for client requirements and finding alternative sources/suppliers if those recorded in our system cannot provide the immediate requirements
- **Project Manager for the following Networking & Connectivity Clients**
 - **Luzon Hydro Corporation** (A joint venture between the Aboitiz Group and Pacific Hydro Limited of Australia; Owns the 70-MW Bakun AC Hydro Power Plant; Aboitiz Power Corporation's first venture into bigger hydro plants)
 - Local Area Networking of entire office computers and shared printers
 - Setting up of VOIP system with third party supplier Textron
 - Acted as Primary contact for technical support for all computer/network/VOIP related issues
 - **Leighton's Philippines** (the local operating arm of Leighton in Asia. Leighton is one of Asia's largest broad based construction and mining contractors.)
 - Setting up Wireless LAN for use of expatriate employees
 - Configuring and personalizing laptops provided by Imagnet from third party suppliers
 - Configuring use of bluetooth technology with laptops and individual mobile phones of expatriate employees
 - Acted as Primary contact for technical support for all Wireless Networking & bluetooth related issues

- **InterAsia Shipping Corp.**
 - Local area networking of old and new offices
 - Lotus Notes installation, setup and training
 - Primary contact for technical support for LAN and Lotus Notes related issues

- **JCL Corporation** (Project and Construction Management, registered with the Canadian Chamber of Commerce in the Philippines)
 - Local area networking of offices
 - Provision, installation and setup of desktop computers
 - Primary contact for technical support for LAN and desktop computer related issues

- **RCH Ventures / Opustalent.com** (a modelling and talent agency)
 - Initial concept & design of Lotus Notes based database for models
 - Local area networking of offices
 - Setup and configuration of servers and wireless hardware for desktop computers
 - Primary contact for technical support for LAN and desktop computer related issues

Web Team Manager (2001 to 2002)

- Actual hands-on performance and completion of extremely urgent web development client requests
- Internet Research, Testing and Implementation of various utilities for system and user monitoring
- Daily monitoring of change requests status
- Skills and manpower assignment
- Client liaison, primary support contact handling all expatriate clients.

Content Team Manager (1999 to 2001)

- For Hong Kong-based client Exchangesquare.com (now defunct), managed a team of five members including C+, SQL, ASP programmers and a webmaster.
- Ensured timely delivery of change requests through an in house tracking software.
- Direct liaison with client on a daily basis.

As **Operations and Technical Support Manager**, also acted as primary technical support contact for the following software:

- Symantec Norton Internet Security 2002
- Symantec Norton AntiVirus Corporate Edition 2002 and lower versions
- Windows 98, Internet Explorer v6, Outlook Express v6
- MS Office Products
- Netscape Communicator

Experience

Ng Khai Development Corporation

Hernan Cortes St. Mandaue City, Cebu

(a one stop shop for complete integrated IT business solutions)

1997 – 1999

Team Leader, Web Development Group

- Supervised team consisting of 3 html/asp programmers and 2 graphics designers.
- Conducted Web Design and Development training for Clients
- First joined the company as Marketing Assistant, requested for lateral transfer to Development team 6 months from date of employment.

Trainer for FrontPage v. 97 & 98 and Internet Basics

- Department of Education Culture & Sports (DECS) Region 7
- DECS Cebu City
- National Economic & Development Authority (NEDA) Region 7
- National Economic & Development Authority (NEDA) Caraga Region
- Taiyo Yuden Phils. MEPZ (IT Department)
- Technological Skills Development Authority (TESDA) Region 7
- Department of Trade & Industry (DTI-Cebu City) IT Dept.

Seminars Attended

(with Certificates of Attendance)

3rd Direct Marketing Forum

August 26-27, 2003
Makati Shangri-la Hotel
Makati City, Philippines

Effective Business Communication

November 20-24, 27-29, December 1 & 4, 2000
Center for Continuing Education
Ateneo Graduate School of Business
Rockwell Center, Makati City

30th UP National Writers Workshop in Mindanao

October 20-27, 1997
Likhaan: UP Creative Writing Center
Paradise Island Park & Beach Resort
Samal Island, Davao

4th Iligan National Writers Workshop

April 21-25, 1997
MSU-Iligan Institute of Technology
Iligan City

12th UP Diliman National Writers Workshop

June 1985
UP Diliman Campus, Quezon City

10th Silliman National Writers Workshop

May 1982
Silliman University
Dumaguete, Negros Oriental

Publications

“The Other End”

Tribute, An Anthology of Short Fiction from the Fellows of the Silliman Writers Workshop
Edited by Tim Montes & Cesar Aquino

“Mirrors”, “Birthright”

In Time Passing, There are Things (100 Homelife Poets)
Edited by Leoncio P. Deriada

“Moon Over Mantawihan”

Where the Water Falls, Works from the 4th Iligan National Writers Workshop, 1997
Edited by Jaime An. Lim, Christine Godinez-Ortega & Anthony Tan

Awards	3rd Prize, Poetry Competition for "The Last Betrayal" Homelife Magazine, 2000	
	1st Runner-Up, Story-Telling Speech Competition Area 81 Speech Contest Toastmasters International District 75, Division 1 Feb. 27, 1999	
Education	Bachelor of Arts, Major in English (with units in Education) Philippine State College of Aeronautics Mactan Air Base, Lapulapu City, Cebu	
Languages	Can fluently speak and write English, Tagalog & Cebuano	
Personal	Birthdate: July 23, 1963	Birthplace: Parañaque, Rizal
	Age: 41 years old	Civil Status: Married
	Nationality: Filipino	Mother of 3 children, ages 21, 12 and 1
Programs / Software	<ul style="list-style-type: none"> • FrontPage - 6 years • Adobe Photoshop (to most recent version) - 8 years • CorelDraw (to most recent version) - 8 years • Adobe Pagemaker (to most recent version) - 8 years • MS Project 98 / 2000 / 2002 - 4 years • Lotus Notes Client - 4 years • MS Access - 4 years • Visio - 3.5 years • Windows 2000 Professional - 3.5 years • Other web-related software - 3.5 years 	
Job Expectations	Expected Salary: Php 50,000 /month (negotiable) Light to Medium Traveling	
References:	Blair Duncan Telephone: 8959745 Email: blair@imagnet.com.ph Position: Technical Director Company: Imagnet International Inc.	
	Carlos Gonzaga Telephone: 063- 2- 8885042 Email : Carlos.Gonzaga@axa.com.ph Position : Mktg. Services & Corp. Communications Company : Philippine AXA Life Insurance	