**DAVID KUAWER**

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**Summary**

A successful person with a Diploma of Information Technology (Systems Administration) Certificate from the IEA College of TAFE and Kangan Institute and possesses self-discipline and the ability to work with minimum supervision. Having the ambition to learn and explore more of Information Technology, I enjoy being part of successful and productive team, as well as able to demonstrate the motivation and commitment required to achieve assigned objectives. I am flexible, resourceful and willing to take full ownership of assigned tasks until they are fully resolved and hungry to learn Information Technology from the group up and am currently looking for a suitable employment with a forward thinking company that offers room for progression.

**Skill Highlights**

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| **Network Administration – Windows*** Print service administration&Diagnosing & troubleshooting End-User access
* Domain controller installation&DNS/DHCP/AD configuration
* Remote Desktop configuration&Provide support for technical issues of desktop, servers & systems
* Installation & configurations of Anti-Virus and updates
 | **Data Communications*** Cat5/5e/6 Network Cabling
* Network Device Installation & Troubleshooting
* LAN Print Server Device Installation & configuration
* TCP/IP Configuration & Troubleshooting
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| **Voice communications*** Cat5/5e/6 voice cabling&PABX cabling & croning
* Telephone troubleshooting
* Voice device installation & configurations
 | **Network/Desktop Software Applications*** Windows vista/XP/7/8/10&Windows Server 2003/2008/2012/2016
* Microsoft Office 2003/2007/2010/2013/2016
* Anti-Virus Network solutions implementation
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**Experience**

**Network & Systems Administrator *29th November 2018 - Current***

**Holiday Inn & Suites and Holiday Inn Express, P O Box 1981, Port Moresby, PNG**

* Maintaining all Server – Opera, DC Server, ESCAP, Materials Control, File, Micros, Interface - and making sure they are running for the effective business activities daily - Active Directory, DNS, DHCP and the LAN & WAN network.
* Providing first hand support to the staffs of Holiday Inn & Suites and Holiday Inn Express in regards to computers, copier/printer, network, POS/Micros and assisting staffs with applications issues such as MS Office, Emails, Opera, Cisa, etc…
* Testing and maintaining guests’ internet prior to arrival – testing wi-fi strength, ethernet, wall plate and providing first hand support to guests’ internet issue in a timely, accurate and professional manner.
* Liaising with IT service providers to make sure Holiday Inn & Suites and Holiday Inn Express Information and Communication Technology is up-to-date and runs to meet the business requirements.
* Coordinate Opera users, user rights, cashier IDs and granting permission to Opera application according to users’ positions and Micros users, user rights, cashier IDs and granting permission to Micros application according to users’ positions.
* Coordinates the use of other applications before they are being used or rolled out – includes one-on-one training with the users.
* Run daily backups and making sure offsite backup tapes are securely safe.

**Achievements**

* Deployed the Ivanti CrowdStrike Anti-Virus from the console to client machines - did this all by myself during probation period and done it accordingly as instructed by IHG IT Team.
* Revived the Materials Control Server, Escap Server, and fixed the DNS Server that was run down by the former IT Manager.
* Reviewed and drafted the Network Schematic and the Network Documentation for Holiday Inn & Suites and Holiday Inn Express. The draft is now used as the Network Blue print. Currently in process of upgrading the whole Network Systems of Holiday Inn & Suites and Holiday Inn Express.

**Network & Systems Administrator *2nd November 2018 - 29th November 2018***

**Crown Hotel Port Moresby, P O Box 295, Waterfront, Konedobu (new owner from Crowne Plaza)**

* Maintaining all Server – IDS Server, DC Server, ESCAP, Materials Control, File, Micros, Interface - and making sure they are running for the effective business activities daily - Active Directory, DNS, DHCP and the LAN & WAN network.
* Providing first hand support the staffs of Crown Hotel in regards to computers, copier/printer, network, IDS POS and assisting staffs with applications issues such as MS Office, Emails, IDS, Cisa, and other applications etc…
* Testing and maintaining guests’ internet prior to arrival – testing wi-fi strength, ethernet, wall plate and providing first hand support to guests’ internet issue in a timely, accurate and professional manner.
* Liaising with IT service providers to make sure Crown Hotel's Information and Communication Technology is up-to-date and runs to meet the business requirements.
* Coordinate IDS users, user rights, cashier IDs and granting permission to IDS application according to users’ positions and IDS POS users, user rights, cashier IDs and granting permission to IDS POS application according to users’ positions.
* Coordinates the use of applications before they are being used or rolled out – this includes one-on-one training with the users.
* Run daily backups and making sure offsite backup tapes are securely safe.

**Achievements**

* Installed and configured the new Windows Server 2012r2 for Crown Hotel.
* Run the setup of emails for all users hosted by the Colony Group.
* Was the core and primary support for the IDS Team to run and installed the IDS Server, IDS POS and installed all the new IDS POS machines.
* Led the team to deflag the old Crowne Plaza systems and deployed the new IDS systems - IDS Database Server, IDS Application Server, IDS POS systems, and IDS Materials Inventory.

**Information Technology Coordinator | Network/Systems Support *30th March 2015 – 2nd November 2018***

**Crowne Plaza, Port Moresby, P O Box 1661, PORT MORESBY, NCD**

* Maintaining all Server – Opera, DC Server, ESCAP, Materials Control, File, Micros, Interface - and making sure they are running for the effective business activities daily - Active Directory, DNS, DHCP and the LAN & WAN network.
* Providing first hand support to the staffs of Crowne Plaza in regards to computers, copier/printer, network, POS/Micros and assisting staffs with applications issues such as MS Office, Emails, Opera, Cisa, other applications etc…
* Testing and maintaining guests’ internet prior to arrival – testing wi-fi strength, ethernet, wall plate and providing first hand support to guests’ internet issue in a timely, accurate and professional manner.
* Liaising with IT service providers to make sure Crowne Plaza’s Information and Communication Technology is up-to-date and runs to meet the business requirements.
* Coordinate Opera users, user rights, cashier IDs and granting permission to Opera application according to users’ positions and Micros users, user rights, cashier IDs and granting permission to Micros application according to users’ positions.
* Making sure and maintaining the Point-to-Point link between Crowne Plaza and Holiday Inn so staffs are able to remotely login to both properties/hotels.
* Coordinates the use of other applications before they are being used or rolled out – this includes one-on-one training with the users.
* Run daily backups and making sure offsite backup tapes are securely safe.

**Achievements**

* Upgraded Crowne Plaza’s Windows Server 2003 r2 to Windows Server 2008 r2.
* Supported the email migration from Google hosted to Microsoft hosted.
* Upgraded the hotel’s wi-fi system from T2/T3 wallplates to T5 wallplates including the Dslam Server.
* Supported the migration from Holidex to Concerto guests reservation systems.

**Network Technician | IT Consultant *11th March 2014 – 12th September 2014***

**Teksol Limited, P O Box 180, KONEDOBU, NCD**

* Maintaining the Gas Projects Coordination Office (GPCO) Network – Teksol Ltd is an IT consulting company to GPCO.
* Troubleshooting the Network equipment – Client computers, routers, switches, printers, laptops etc…
* Providing 1st hand support to the GPCO Network users
* Deploying Anti-Virus from the Server – Kaspersky Anti-Virus
* Updating and Running Anti-Virus on the users’ computers.
* Operate and maintain computer equipment and peripherals
* Assist the GPCO Network users in the use of software and hardware.
* Ability to establish and/or customize systems according to specific needs of an office. Coursework and experience in major programming languages and corresponding software and hardware equipment.
* Resolving issues with Windows OS.
* Monitoring & Maintaining Computer Systems & Networks&Provide support for hardware & software installation, configuration & maintenance.
* Troubleshooting LAN & wireless (LAN/WAN).

**Achievements**

* Customized the Gas Projects Coordination Office Windows Server 2012 Standard by creating Departments Folders and Employees Folders as well as assigning permissions
* Consulted the IMPS Research & Consulting Company and secured the contract for Teksol Ltd to be their IT Consulting Company.

**IT Support | Technician *26th September 2013 – 11th March 2014***

**Neraulo Ltd, Internet Café’, CopytekPles Building, GORDONS**

* Maintaining the Server Computer
* Troubleshooting the Client Computers
* Providing 1st hand support to the clients/customers/users
* Updating the Server Computer & Client Computers to standards to meet customers/users requirements
* Updating and running the Anti-Virus
* Photocopying/Printing/Scanning the customers/users documents
* Reporting to the Administration about issues and the likely changes to be made in regards to the Internet Cafe.
* Troubleshooting laptops

**Information Technology Assistant | Support *20th April 2012 – 13th December 2014***

**IEA College of Tafe – Ela Beach Campus, P O Box 1025, PORT MORESBY**

* Assist in performing assigned computer tasks without constant supervision. May act as lead person in absence of supervisor.
* Operate and maintain computer equipment
* Train and support staff and/or students in the use of software and hardware.
* Maintain and update manuals.
* Ability to establish and/or customize systems according to specific needs of an office. Coursework and experience in major programming languages and corresponding software and hardware equipment.
* Communicate effectively with students/staff/faculty as needed concerning systems and programs.
* Assist trainers in resource preparation.
* Assists the trainers in making sure students are not misusing the computers for unauthorized business.

**Achievements**

* Upgraded the College Computer Lab 3 to Windows 7 from Windows XP. This required 500-800 meters of CAT5 cabling.
* Re-cabled the Business Studies room and installed a Network Printer. This also included the configuration of the trainers’ computers and laptops connected to the Network Printer.
* Repaired the running down Desktop Computers and Laptops for the College that was down and not being used thus saving the college a substantial amount.

**ICT Technician | Voice & Data *5th November 2011 – 21st November 2011 (3 weeks OJT)***

**DataNets (NEC) – Digicel Group Company**

* Assist the PRO Care Department of DATANETS to repair Laptops, Desktops, and PCs etc…
* Assist in Backing Up and Retrieving missing files and documents of the Company.
* Repaired the Customers Laptops brought into PRO Care Department.
* Assist the on-field force to do Cabling in offices where DATANETS is managing their Voice and Data Systems (Telephone/PABX and Internet/Windows Servers)

**Achievements**

* Installed and configured the new PABX System for the Attorney General’s Office under the supervision of senior technicians. This involves the cut-over from the old system, tracing of telephone line and configuring the new TCP/IP Telephones.
* Assist in installing and configuring the telephone systems for the new Grand Papua Hotel.

**Education Background**

**Diploma of Information Technology – Systems Administration**

Kangan Institute [Affiliated with IEA College of TAFE – **2012 (16th July 2012 – 7th December 2012)**

**Diploma of Information Technology – Systems Administration**

IEA College of TAFE – Ela Beach Campus – **2012 (16th July 2012 – 13th December 2012)**

**Certificate IV in Information Technology – Support & Networking**

IEA College of TAFE – Ela Beach Campus – **2012 (30th January 2012 – 15th June 2012)**

**Level 2 in First Aid – Apply First Aid**

IEA College of TAFE - Ela Beach Campus – **2012 (May)**

**Level 1 in First Aid – Basic**

IEA College of TAFE – Ela Beach Campus – **2012 (April)**

**Certificate III in Information Technology**

IEA College of TAFE – Ela Beach Campus – **2011**

**Basic Trade Certificate**

Port Moresby Technical College, NCD – **2009**

**Higher School Certificate (Year 12)**

Port Moresby International School, NCD – **2005 to 2006**

**High School Certificate (Year 10)**

Malala Catholic Secondary School – Madang – **2003 to 2004**

**Interests/Hobbies**

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| * *Socializing*
 | * *Sporting activities*
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| * *Listening to music*
 | * *New Technology/Invention*
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| * *Reading books*
 |  |

**Referees**

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| --- | --- |
| 1. **Mark Maris - HR Manager**

**Crown Hotel, Port Moresby****P O Box 295, Waterfront, KONEDOBU** **National Capital District** **Phone: (+675) 309 3291****Mobile: (+675) 7031 3052** **Email:** **mark.maris1@crownhotel.com.pg** | 1. **Yonithan Kairu**

**Crowne Plaza, Port Moresby** **P O Box 1661, PORT MORESBY** **Papua New Guinea** **Phone: (+675) 309 3000 / 3291** **Mobile : (+675) 7340 6643** **Email:** **Jkairu830@gmail.com** |
| 1. **Mr. Mark Paivu (Systems Administrator)**

**IEA College of TAFE (Ela Beach Campus)** **P O Box 1025, PORT MORESBY** **National Capital District** **Phone: 321 3022** **Mobile: (+675) 7111 1204** **Email:** **mpaivu@tafe.iea.ac.pg** | 1. **Monica Spaminiah – Administration Manager**

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