

HERNIL TOLENTINO GUINTO
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Profile Summary

Nil is an experienced IT Administrator with 21 years of experience in IT Software Development / Application and Hardware / Network Maintenance. Nil has broad experiences from technical support, operations / sales and administrative management. Nil was exposed and involved in various stages of decision-making processes for company's advancement in the fields of IT / Sales and Operations.

Nil has demonstrated confidence in proactively dealing with clients and partners for opportunity pursuits. He brings relevant experience, expertise and thought leadership to the clients. He works closely with the internal management team to ensure that all concerns are being addressed. He has a lot of experience in client / employee negotiations, defining, managing, executing win strategy.

Nil has always been regarded as someone who can establish good and lasting client relationships. Nil is able to handle issues and escalations with confidence and will always ensure that these are resolved on time. Nil is known to be a driver. He would always get things done no matter what. He's very resourceful and a good communicator.

Areas of expertise include:

- IT environment (Software / Hardware / Networks)
- IT Technical support and trainings
- Facilities Management
- Service Management
- Sales Management
- Operations Management

Selected Accomplishments

- As an IT Administrator, I was responsible for implementing crucial upgrades for servers / networks and end-user computers every 2 to 3 years for Delta Air Lines Manila and Thai Airways Manila.
- As a Computer Programmer, I was able to develop several accounting system modules that is being internally used by the company. Developed Ticketing system which is used to track all ticket sales and produce timely reports which includes revenue / commission reports and other government required reports.
- Successfully negotiated with local Hewlett Packard for local source of computers for Delta-ITI Philippines.
- Successfully negotiated with local Lenovo for local source of computers for Thai-APC Philippines
- Remains to be a trusted IT Partner of IT Delta Airlines for USA and Japan.
- Remains to be a trusted IT Partner of IT Thai Airways for Bangkok.

**Professional Experiences in Delta Airlines GSA Interpacific Transit Inc. (ITI) and
Thai Airways Cargo GSA Asia Pacific Chartering Inc. (APC)
Period covered: July 2001 to present**

**Role: IT Administrator / Facilities Coordinator
Project Duration: September 2015 - to-date**

- As the IT Administrator, Nil ensures that all IT related equipment are working to its full potential, maximizing the use of all software and hardware available to ease the end-users to all stations for both Delta and Thai offices. From Makati office (where our Reservations / Sales / Admin / Accounting departments are located) to Airport and Cargo offices at NAIA Terminal 3.
- Nil is the decision maker for all IT concerns.
- Nil is responsible for all the trainings needed by the employees in terms of new software's being implemented by the airlines.
- Nil is task to update the websites in a timely manner – from airline news to promos and updates.
- Nil is responsible for all the facilities maintenance for all offices.
- Nil is responsible for all negotiations related to IT and office equipment.

**Role: IT Coordinator / Delta Global Cargo Agent / Sales
Project Duration: January 2010 - September 2015**

- As the IT Coordinator, Nil has consistently met with management to facilitate all IT needs. He has built good and strong relationships from Managerial to rank and file employees and consistently received high peer satisfaction ratings.
- Nil has established the end-to-end service management process that is used to assist employees and clients the most efficient way possible.
- Nil has knowledge in bookings and cargo shipments manifest to monitor and correct all possible erroneous data provided by travel agents. All Delta Air Lines flights with cargo around the world are being checked in a 24 hours basis.
- Nil provides sales assistance to travel agents that needs help with passenger bookings and refunds with the use of reservation system DL TERM. Consistently provides sales seminar to update the travel agents for the latest promos and upgrades on the aircraft.

**Role: Lead Computer Programmer
Project Duration: February 2005 - September 2010**

- Nil was able to develop Accounting and Ticketing systems being used by the company internally. This was able to eliminate most of the manual work being done by the accounting staff. It also helps the company to save a lot for purchasing outsourced systems.
- Nil was able to update obsolete DOS-based programs to a Window-based system using Visual Foxpro and Visual Basic. Programs such as Inventory and HR systems.
- Nil was able conduct training to end-users on how to use new programs being implemented by the company.

Role: Lead IT Technical Support / Programmer
Project Duration: July 2001 - February 2005

- Nil is the lead IT Technical support which provides assistance to all end-users with their computers concerns.
- Nil is task to repair / troubleshoot both hardware and software issues.
- Nil ensured that the Support team is robust and reliable enough to handle critical tickets from creation to closure. He would also seek continuous improvement and ensure that we are giving all the help we can provide.

Professional Experiences in Crown Asia Properties Inc. now known as Camella Homes
Period covered: November 1999 to July 2001

Role: Programmer / IT Support
Project Duration: November 1999 to July 2001

- As a Programmer, Nil developed Client Information System which has a primary function to monitor all current accounts and provide reports for all delinquent accounts which will be endorsed to Legal Department. It also produces reports for accounting for collection of payment (monthly, quarterly, semi-annually, annually)
- Nil also maintains and updates existing accounting systems and inventory systems.
- As an IT Support, Nil is responsible for all repairs, troubleshooting of computers and provide trainings to all end-users.
- Nil makes sure all equipment's are working from Server / Network up to workstations.
- Nil does software updates for all electronic devices and make recommendation for both software and hardware upgrades.

Education: Graduate of Bachelor of Science Major in Computer and Information Science (BSCIS) at East Asia College of Information Technology now under Far Eastern University (FEU-IT)

Batch 1995 to1999

Personal Profile:

Full Name: Hernil Tolentino Guinto
Birthday: August 11, 1978
Age: 42
Sex: Male
Status: Married
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References:

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