Frances Mae Roberto

Senior Information Systems Engineer

A Senior Information Systems Engineer with nine years of experience in a systems administration role supporting multiple platforms and providing comprehensive technical support to end-users.

francesgerpacio@gmail.com

Trece Martires City, Cavite, Philippines

09174202425

linkedin.com/in/francesmaegerpacio

# WORK EXPERIENCE

## Senior Information Systems Engineer

Analog Devices Inc.

*03/2016 – Present Gen. Trias City, Cavite, Philippines*

*Analog Devices is a global leader in the design and manufacturing of analog, mixed-signal, and DSP integrated circuits.*

#### Tasks

* Responsible for maintaining the test/equipment software, tester client applications, and operations.
* Monitor and perform troubleshooting of issues encountered in manufacturing workstations and servers running in Windows, Linux, and Unix.
* Serve as an escalation point for troubleshooting advanced system issues.
* Develop, update, and manage technical documentation in the Knowledge Base for internal team use.
* Create and manage Unix user accounts, ensuring proper access controls.
* Evaluate and deploy patches for security updates.
* Ensure workstation and server operating systems, hardware, and software comply with organizational standards.
* Manage and oversee team projects, ensuring timely execution and alignment with business objectives.

# PROJECTS

#### Licenses Monitoring

* Coordinated with vendors regarding the availability of licenses.
* Installed licenses that meet the requirements of the testers.
* Monitored and ensured that all temporary licenses have been renewed before their expiry dates.

#### System Development Project

* Created a script for the collection of files to a server in assistance with a new process implementation.
* Wrote a script to make the overall application installation/customization process easier.
* Developed a file checking script for audit purposes that will be able to detect if a configuration file is outdated and will replace it with an updated one.

#### System Administration Projects

* Server monitoring - Performed server utilization and performance monitoring.
* Software upgrades - Coordinated with vendors about upgrades and participated in the evaluation and deployments.
* HDD spares management - Prepared and configured HDD and CPU spares in preparation for incidents
* Configured new manufacturing workstations in compliance with the requirement for its assigned focus factory.

#### Project Management

* Successfully managed and oversee team projects, ensuring timely delivery and alignment with business objectives. Coordinated tasks, tracked progress, and facilitated collaboration across cross-functional teams.

# EDUCATION

## Bachelor of Science in Computer Engineering

Lyceum of the Philippines University – Cavite

*06/2010 – 04/2015*

# TRAININGS

### RHEL System Administration I (RH124)

(07/2017)

*IT Group, Quezon City, Philippines*

# SKILLS

* System Administration
* Incident Management
* Project Management

### RHEL System Administration II (RH134)

(07/2019)

*IT Group, Quezon City, Philippines*