

Arnester Toni Cabangal

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Professional Summary

Highly skilled IT professional with over 18 years of experience in managing IT teams, system administration, programming, networking, and computer hardware. Proven expertise in developing and implementing innovative solutions in IoT, AI, sustainable agriculture, VoIP systems, web development, and server management. Adept at leading cross-functional teams, overseeing full-cycle development projects, and ensuring the security and efficiency of IT systems.

Core Competencies

- **IT Management & Leadership** – Over 18 years of experience in managing IT teams, developing policies, and optimizing operations.
- **System & Network Administration** (Linux, Windows) – Expertise in system administration, cloud services, and virtualization.
- **Cybersecurity & Network Security** – Firewall configuration, VPN setup, vulnerability assessment, and risk management.
- **Web Development & Server Management** – Managing **WordPress**, e-commerce platforms, web servers, and AWS cloud infrastructure.
- **VoIP & Telephony Systems** – Proficiency in **Asterisk**, **FreePBX**, **Elastix**, and predictive dialers (**GoAutoDial**, **ViciDial**).
- **Programming & Software Development** – Skilled in **PHP**, **VB.NET**, **MySQL**, and development of custom applications.
- **Database Management** – Experience with **MySQL**, database security, and optimization.
- **Open Source Technologies** – Deployment and maintenance of **Asterisk**, **FreePBX**, **pfSense**, and other open-source solutions.

- **Project Management & Task Coordination** – Leading IT projects, managing tasks, and ensuring timely execution.
- **IT Asset Management & Help Desk Solutions** – Expertise in **GLPI**, **OCS**, **OSTicket**, and other asset management tools.
- **Cloud Computing & Virtualization** – Skilled in cloud-based solutions, containerization, and remote server management.
- **Cybersecurity & Risk Intelligence** – Experience with **NeXpose**, **OpenVAS**, and network vulnerability assessments.
- **Enterprise Firewall & Routing** – Configuration and administration of **FortiGate** and **pfSense**.
- **Networking & Infrastructure Management** – Handling **LAN/WAN/VPN configurations**, troubleshooting, and optimization.
- **IT Support & Troubleshooting** – Extensive background in resolving IT issues, providing remote and onsite support.

Work Experience

Bitswift Technology Solutions – Kingston

Technical Support Specialist | February 2025 — Present

- Delivered remote and on-site technical support to clients, resolving hardware, software, and network issues.
- Performed security audits, removed malicious software, and configured ESET antivirus across multiple endpoints.
- Set up new workstations, migrated user data, and connected systems to company servers and shared resources.
- Diagnosed and resolved hardware issues (e.g., fan errors, low storage), optimized system performance, and updated drivers.
- Installed and configured printers, UPS units, and business software; provided training and documentation to end-users.
- Assessed system compatibility for Windows 11 upgrades and maintained accurate IT inventory tracking.
- Delivered clear communication, user guidance, and proactive support to improve client productivity and system health.

GreenTech Kingston

Development Lead | November 2024 — Present

Non-Profit Volunteer Role

- Leading the development of cutting-edge solutions in IoT, AI, and sustainable agriculture.
- Overseeing the design, integration, and deployment of innovative technologies to align with the company's mission of smart and eco-friendly farming.
- Skilled in full-cycle development, fostering collaboration across teams to drive impactful advancements in agri-tech.

700 Brands

Information Technology Manager | November 2017 — March 2025

Remote Part-time

- Manage a group of highly specialized professionals in Programming, Web Development, and Design.
- Manage WordPress websites, non-WordPress websites, e-commerce platforms, web servers, virtual private servers, and AWS services.
- Manage Git repositories, project tasks, deadlines, and maintenance schedules.
- Design, develop, implement, and coordinate systems, policies, and procedures.
- Ensure data security, network access, and backup systems.
- Identify problematic areas and implement strategic solutions in a timely manner.
- Audit systems and assess their outcomes.
- Managing:
 - 6 Virtual Servers
 - 7 Web Servers
 - 30+ WordPress Websites
 - 450+ PHP Websites and Web Applications

Notable Achievements at 700 Brands

- Helped scale operations from 5 websites to nearly 500 websites, enhancing online presence and efficiency.
- Expanded the development team, strengthening capabilities and innovation.
- Retained remote developers by providing strong managerial support and fostering a collaborative environment.
- Improved customer retention by ensuring impressive service uptime and rapid turnaround on website improvements and changes.

SupportSave Solutions, Inc.

Information Technology Manager | October 2009 — November 2017

As an IT Manager:

- Measured and tracked performance, identifying opportunities to improve efficiency and effectiveness.
- Contributed to and implemented standards and changes to systems and processes.
- Managed complex and critical IT projects, including enterprise-wide IT application development and maintenance services.
- Established close communication with customer representatives and management.
- Supported a technical help desk serving over 1000+ workstations.

As a System Administrator:

- Managed VoIP/SIP servers, designing client telephony requirements such as phone queues, SIP extensions, ring groups, phone conference bridges, time conditions, announcements, trunks, outbound routes, and inbound routes.
- Maintained HTTP/Web servers, OpenFire XMPP servers, Samba file servers, help ticketing systems, and SpiceWorks network management software.

As a Network Administrator:

- Managed firewalls, creating firewall policies, monitoring user network usage, troubleshooting firewall-related issues, and backing up and restoring systems.
- Designed and maintained local area networks.

Developed and Designed the Following Tools:

- **Employee Tracker:** Workstation clock-in/clock-out tracker for over 600 workstations. (Programming Language: VB.NET, MySQL)
- **Latency and Packet Loss Monitor:** Real-time server monitoring tool. (Programming Language: VB.NET)
- **Work-related Spy Software:** Lightweight software that captures screenshots based on keywords found in window title bars. (Programming Language: VB.NET)
- **CDR Reporting Tool:** Call Detail Records reporting tool for Asterisk telephony servers. (Programming Language: PHP, MySQL)

Notable Achievements at SupportSave Solutions, Inc.

- Expanded company operations from a single office with 200 workstations to two offices with over 1000+ workstations.
- Founded and built the IT department, transforming it from a simple helpdesk into a full-fledged IT infrastructure.
- Developed and implemented custom call center solutions to enhance service efficiency.
- Played a key role in customer retention and acquisition by delivering optimal cost-saving IT solutions.

Cellular City

VB.NET Programmer / Computer Technician | October 2006 — July 2009

- Developed and maintained CellularCity Repair Monitoring System, POS System, Payroll System, and Company Website using VB.NET and MySQL.
- Provided desktop technical support (remote and local) and small network administration.
- Conducted research and development for new IT solutions.

Local Government Unit of Bayawan City

IT Personnel | August 2006 — October 2006

- Developed a feedback forum add-on using PHP and MySQL.

Linux Server Projects and Open Source Projects

- **PBX/VoIP Server:** CentOS 6, Asterisk 1.8, FreePBX
 - Manual Setup: CentOS 6.x Server, Asterisk 1.8, FreePBX 2.9, MySQL, Apache Web Server, PHP, PHPMyAdmin
 - Setup SIP trunks, outbound routes, SIP extensions, announcements, time conditions, queues, IVR, ring groups, and conference rooms.
- **Firewall and Router (pfSense):**
 - Setup LAN, WAN, firewall policies, bandwidth limiters, Squid Proxy, Squid Guard, NAT port forwarding.
- **File Server (CentOS 6, Samba):**
 - Setup CentOS 6.x server and Samba, configure users.
- **XMPP/Chat Server (OpenFire):**
 - Installed OpenFire, plugins, user profiles, groups, chat rooms, and packet filters.
- **IT Asset Management Software (GLPI, OCS):**
 - Setup GLPI and OCS server, configured agents to pull workstation information.
- **Help Desk Ticketing System (OSTicket):**
 - Setup and configured OSTicket open-source help desk ticketing system.
- **HTTP/Web Server (CentOS 6, MySQL, Apache, PHP):**
 - Configured CentOS 6.x server, Apache Web Server, MySQL, PHP, and PHPMyAdmin.
- **HTTP Proxy Server (Squid Proxy):**
 - Configured Squid Proxy, IPTables, and proxy users.
- **VPN Server (OpenVPN):**
 - Setup and configured OpenVPN on CentOS 6.x server.

Education

- **Computer Systems Technician** | St. Lawrence College
- **Bachelor of Science, Information Technology** | Asian College of Science and Technology

Language Proficiency Certification

CELP (Canadian English Language Proficiency Index Program)

Overall Score: 9

- **Listening:** 11
- **Reading:** 7
- **Writing:** 8
- **Speaking:** 10

A certificate can be provided upon request.

Interests

- **Emerging Technologies:** Enthusiastic about AI, IoT, and cloud computing advancements.
- **Cybersecurity:** Passionate about data security, ethical hacking, and network protection.
- **Software Development:** Enjoy creating automation tools, web applications, and custom software.
- **Open-Source Contributions:** Actively follow and contribute to open-source projects.
- **Tech Blogging & Knowledge Sharing:** Engage in tech forums, mentorship, and knowledge exchange.

Character Reference

For character reference requests, please contact me at toni.cabangal@gmail.com