

CHRISTIAN LOUIS G. DIMAIN

IT SUPERVISOR | NETWORK INFRASTRUCTURE AND SYSTEMS

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PROFESSIONAL SUMMARY

IT Supervisor with more than six years of progressive experience in IT operations, infrastructure, end-user support, and cybersecurity. Leads a seven-member technical support team serving approximately 500 users across four office sites, with primary responsibility for network, infrastructure, and systems operations. Experienced in multi-site network deployment, Fortinet security, Windows Server administration, high-availability platforms, software licensing, and business-process automation.

CORE COMPETENCIES

IT Team Leadership and Training	Multi-Site Network Operations	Fortinet Firewall and Security
Windows Server and Active Directory	Cybersecurity and Endpoint Protection	High Availability and Disaster Recovery
Software and License Management	Content and Collaboration Platforms	Workflow and Website Automation

PROFESSIONAL EXPERIENCE

Viatechnik Inc.

March 2025 to Present

IT Supervisor

- Lead, coach, and train a seven-member technical support team serving approximately 500 end users across four office locations; oversee support delivery while heading the network, infrastructure, and systems function.
- Direct day-to-day IT operations covering end-user support, systems administration, cybersecurity, networks, content and collaboration platforms, software licensing, and asset-related services.
- Design and deploy new-office infrastructure, including Fortinet firewall hardening, site-to-site IPsec VPNs, SD-WAN, VLANs, DNS, routing, security policies, and automated event notifications.
- Administer multi-site network and security platforms using Fortinet and Ubiquiti UniFi, and enforce segmented access and network policies across office locations.
- Manage Windows Server services and policies, including Active Directory, Group Policy, DFS Replication, Hyper-V, and related server infrastructure, together with selected AWS-hosted systems.
- Oversee Sophos Central endpoint and server protection, operating-system patch management, security controls, and software and license lifecycle management.
- Manage Synology NAS environments, Resilio Sync replication, and high-availability storage; implemented high-availability NAS and Fortinet firewall configurations to strengthen service continuity.
- Manage CCTV, websites, and collaboration platforms, and develop customized web systems and workflow automations that digitize company processes and improve service delivery.
- Establish and enforce IT policies, operating standards, documentation, and team processes to improve consistency, accountability, and support performance.

PROFESSIONAL EXPERIENCE CONTINUED

Bank of Commerce

October 2022 to March
2025

Hardware Infrastructure Administrator and End User Technical Support Engineer

- Managed and supported more than 300 Windows and Linux servers across production, disaster recovery, test, and development environments.
- Administered Nutanix and VMware ESXi virtualization platforms and maintained Veritas NetBackup jobs for data integrity and recoverability.
- Managed Active Directory, DNS, DHCP, WSUS, and Group Policy, and executed monthly Windows and Linux security patching.
- Provided first-level hardware, software, peripheral, and connectivity support to more than 1,000 end users.
- Supported bank ATMs at branch and off-site locations and coordinated with vendors and consultants on infrastructure solutions.
- Maintained system configuration records, change documentation, and project plans.

E-Guardian Philippines Inc.

August 2021 to
September 2022

IT Associate

- Installed and configured computers, network equipment, printers, mobile applications, operating systems, antivirus software, and related business applications.
- Maintained servers, firewalls, network equipment, IT asset inventories, and preventive-maintenance schedules.
- Provisioned user accounts, email, and access roles; established IT policies and delivered end-user technical support.
- Maintained and automated the company website and completed operational reports, timesheets, and expense documentation.
- Delivered onboarding orientation on IT security management and the company data privacy policy.

Royal Institutions Inc.

October 2019 to May
2021

Information Technology Specialist

- Maintained system updates, internet and network connectivity, servers, operating systems, backups, and storage services.
- Configured and troubleshooted workstations, LAN and WAN connections, email accounts, printers, scanners, and other office equipment.
- Administered company accounts, email, credentials, CCTV installations, and access configurations.
- Maintained hardware and software asset inventories and tracked annual renewals for IT products and services.

TECHNICAL SKILLS

Network and Security: Fortinet FortiGate, site-to-site IPsec VPN, SD-WAN, VLANs, DNS, routing, firewall policies, Ubiquiti UniFi, LAN and WAN, CCTV

Systems and Cloud: Windows Server, Active Directory, Group Policy, DFS Replication, Hyper-V, AWS, Linux (RHEL and Ubuntu), Nutanix, VMware ESXi

Security and Management: Sophos Central, Splashtop OS Patch Management, Veritas NetBackup, ServiceNow, software licensing, IT policy and standards

Storage and Automation: Synology NAS, high availability, Resilio Sync, WordPress, PHP, MySQL, workflow automation, customized web systems

EDUCATION AND TRAINING

Bachelor of Science in Information Technology | Cavite State University
RHEL Administration Management | NobleProg Philippines

June 2019
November 2023