



RAFFY BANDRANG



RAFFY@DIGITALEYETL.COM



+67077177582



[HTTPS://WWW.LINKEDIN.COM/
IN/RAFFYBANDRANG](https://www.linkedin.com/in/raffybandrang)

[HTTPS://DIGITALEYETL.COM/](https://digitaleyetl.com/)
[HTTPS://HACKERBOBO.COM/](https://hackerbo.com/)

SUMMARY

Results-oriented IT professional with over 14 years of extensive experience in designing, implementing, and managing cutting-edge technology solutions. Proven track record of successfully aligning IT strategies with organizational objectives to drive efficiency, enhance productivity, and achieve business goals. Adept at leading cross-functional teams, fostering collaboration, and delivering innovative solutions in dynamic and fast-paced environments.

Expertise spans the entire IT spectrum, encompassing system architecture, network administration, cybersecurity, and IT governance, Web Design and Development. Proven ability to lead diverse teams and projects, ensuring successful implementation while maintaining a focus on scalability, security, and compliance.

Known for a hands-on approach to problem-solving, with a focus on delivering high-quality results within budget and timelines. Proven ability to cultivate strong relationships with stakeholders, vendors, and team members, fostering a collaborative and positive work environment. Exceptional communication skills enable effective translation of technical concepts for diverse audiences, ensuring seamless collaboration between technical and non-technical stakeholders.

As a forward-thinking IT leader, consistently staying abreast of industry trends and advancements, I am poised to bring a wealth of experience to drive transformative initiatives and contribute to the success of organizations seeking to harness the power of technology for sustainable growth.

KEY SKILLS

Project Management • Planning & Coordination • Market Research & Competition Analysis • Mentoring & Training • Public Relations • Marketing.

EXPERIENCE

ICT OFFICER (SUPPLIED)
OFFICE OF EUROPEAN UNION DELEGATION TIMOR-LESTE
Feb 2022 – July 2023

- Support end user on technical issues.
- Manage and responding ticket issues.
- Maintenance, troubleshoot and repair of data and computer systems [Desktop, Printers, Internet Connectivity, Servers, Communication tools, Access control system]
- preparing daily reports to Regional IT Officer.

FOUNDER AND CHIEF TECHNICAL OFFICER / DIGITALEYE SOLUTIONS
(self-employed)
2012 – present

- Manage, perform, and execute overall technical operations of the company's projects, decision making that closely align by organization's goal.
- Coordinates with team members to achieve optimal results.
- Conduct trainings and evaluations for clients and employees for any new technology offered.
- Creating technical Documentations.
- Design, Estimate quotations & Implementation.
- Marketing and Communications, product indorsement.

Clients:

Multi Country funded Programs:

- **Monitoring Evaluation House | GHD Pty Ltd.** (AusAID)
IT Support Service | Network Administrator | Cloud Computing | 2017 – 2021
Website: <https://meh.tl/>
- **Market Development Facility | The Palladium Group** (AusAID)
Cloud Computing | Network Administration | IT Support Service | 2017 – 2022
Website: <https://marketdevelopmentfacility.org/>
- **Market Development Facility | Cardno International** (AusAID)
Cloud Computing | Network Administration | IT Support Service | 2014 – 2017
- **To'os ba Moris Di'iak | Adam Smith International** (AusAID)
IT Supply Contract | Cloud Computing | Network Administration | IT Support Service | 2017 – 2021
Website: <https://tomak.org>

Public and Private Sector:

- Banco Central Timor-Leste (BCTL) - Installation of Security & Fire Alarm System, Access Control | 2024
- Pelican Grammar School (Aquila Education) – Installation of Wireless Network and Security Surveillance System | 2023
- Dili International School (DIS) – IT Support Service | IT Supply | 2022 -2023
- Ministry of Infrastructure - IT Supply Contract | 2020
- Timor-Leste National Hospital - IT Supply contract | 2019
- Hotel Timor – IT Support Services, Business Solutions, LAN, and Wireless Network Installation | 2014 – present
- Plaza Hotel – IT Support Services, LAN & Wireless Network Installation | 2012 - present
- KMANEK Retail Business – IT Support, Business Solutions, Software Maintenance, Digital Marketing | 2012 - 2019
- Foodish Online Food Delivery – Digital Marketing, Web Development, IT Support, & Customer Support | 2019 – present
- Grasia Supermarket - Business Solutions, Software Maintenance, IT Support | 2020-present

TECHNICAL SKILLS

System Administration • System Integration • IT Support service • Cloud Computing • Web Development • Web & Graphic Design • Coding | Programming • Server Management • Network Management • Data Management & Cybersecurity • Virtualization (VM) • Customer Support • Video Editing • Social Media Management • Ads Campaign and Digital Marketing • Data Collection

Operating Systems: Linux, MS Windows, macOS
Software: Adobe Design Suites, MS 365 apps, Visual Studio, Android Studio, Ivanti, ServiceNow, Figma, Canva, MailChimp, AutoCAD, Sketchup

Coding Skill: HTML5, CSS3, JS, PHP, SQL

EDUCATION

BACHELOR OF ARTS IN INFORMATION TECHNOLOGY
CAP COLLEGE FOUNDATION, (PHILIPPINES)

COMPUTER DRAFTING (AUTOCAD)
ILIGAN COMPUTER INSTITUTE, (PHILIPPINES)

CERTIFICATION AND SEMINARS

INTRODUCTION TO GENERAL VIRTUAL ASSISTANT
CERTIFICATE OF COMPLETION
Down South Trainers

FUNDAMENTALS OF SEARCH ENGINE OPTIMIZATION (SEO)
CERTIFICATE OF COMPLETION
Down South Trainers

LANGUAGES

English – Professional Proficiency
Indonesian – Professional Proficiency
Tetum (Timor-Leste) – Professional Proficiency
Filipino (Tagalog) – Native | Bilingual
Filipino (Cebuano) – Native | Bilingual

CHARACTER REFERENCE

Judith E Lopez Da Cruz
Operations and Administration Officer
Market Development Facility
The Palladium Group | DFAT Program (AusAID)
Phone | WhatsApp: [+670] 77391919
Email: Judith.Lopes-MDF@thepalladiumgroup.com

WEB & GRAPHIC DESIGNER | HACKERBOBO.COM

Freelance [self-employed]
2013 – present

- Design and develop responsive websites using HTML, CSS, JavaScript, and other web technologies.
- Implement and manage CMS platforms, such as WordPress, Drupal, or Joomla.
- Create visually appealing graphics for websites, social media, advertising campaigns, and other digital marketing materials.
- Design logos, icons, banners, and other graphical elements.
- Develop layouts for print and digital publications.
- Edit and retouch photos to enhance visual quality.
- Creating concept designs for products.

Clients:

- Beemor Mineral Drinking Water | Graphic Design & Web Development | 2016
- Tam Electric | Web Development & Graphic Design | 2016
- Air Timor | Graphic Design and Web Development | 2018
- Foodish Online Food Delivery | Graphic Design, Social Media Management, System Development | 2019 to present
- Uma Knuu | Social Media Marketing | 2020
- DROP book a ride | System Development, Social Media Management, Web and Graphics Design | 2023 – present
- Greatwall Restaurant | Social Media Management, Web and Graphics Design | 2023 present
- BPX Outsourcing | Social Media Management, Web and Graphic Design | 2021
- Victory Family Center | Web and Graphic Design | 2019 present

IT SUPPORT & CONSULTANT / HOTEL TIMOR

2013 – present

- build and implement the systems architecture.
- managing IT projects and rolling out IT infrastructures across various technologies.
- Assists in disaster recovery and business continuity as it relates to technology.
- Provides technical guidance.
- Supports unit infrastructure (servers, switches, router, APs etc.) and engages appropriate IT support and vendor resources.
- Assists in creating and maintaining secure server environment. Performs server backups and routine preventative maintenance.
- Monitoring, maintaining, and ensuring Internet connectivity to work seamlessly minimizing downtime.
- coordinating installations, upgrades, and maintenance to managed software.

IT SECURITY OFFICER / MAUBERE SECURITY

2013 – 2017

- Responsible for all department systems (Accounting, HR & IT).
- Supervise and manage projects related to low voltage systems & security systems. (CCTV, ACCESS CONTROL, ALARM SYSTEMS, SMARTHOME SYSTEMS)
- Responsible for coordinating **Preventative Maintenance** schedules for **low voltage systems & security systems**.
- Ensure compliance with end-to-end user policy.
- Performed various troubleshooting and maintenance operations.
- Preparation of documents and quotations for prospect clients.

Joao Martires

Operations Manager

To'os ba Moris Di'iak | DFAT Program (AusAID)

Phone | WhatsApp: +670 78538495

Email: joao.martires@tomak.org

Dr. Tiago M Barata

General Manager

Hotel Timor

Phone | WhatsApp: [+670] 77230777

Email: tiago.barata@foriente.minihub.org

Bernardino Soares

Head of IT Department

Direção Nacional dos Registos e do Notariado

Ministry of Justice

Phone | WhatsApp: +670 75161552

Email: bernardino.soares@mj.gov.tl

Website: <https://mj.gov.tl/>

**TECHNICAL ICT AND TRAINING OFFICER / GLOBAL TEKNOLOGI
INTERPRINDO
2010 – 2013**

Accomplished project on Timor-Leste's National ID System
[Demographic Management Information System – DMIS]

- Overall system support and version control – maintain & update new patches of the Software.
- Performed various troubleshooting and maintenance operations.
- Assembling data servers and racks, network LAN installations and configurations. Configure Routing for incoming and outgoing data.
- Establishing remote network environment for system developers
- Installation and Troubleshooting Maintenance of Computer systems (Desktop and other peripheral equipment's such as ID printer, Camera, Scanner, and biometric reader)
- Installation of network infrastructure in every site office all around Timor-leste.
- Preparing documentations and conduct User Trainings to end-users.
- Client relationship management

**COMPUTER DRAFTSMAN / KATAHIRA INTERNATIONAL
2009-2010**

Ministry of Infrastructure, Timor-Leste | Asian Development Bank Project
DILI-AINARO | ROAD DESIGN AND CONSTRUCTION (165+KM)

- Using CAD software, such as AutoCAD to prepare technical drawings
- Working with engineers and other professionals to produce drawings that meet their specifications.
- Writing related technical documents such as material lists and cost estimates
- Ensuring that all drawings are accurate and meet industry standards
- Maintaining a library of standard drawing templates
- Updating existing drawings as new information becomes available