

Raffy Bandrang

IT Professional | Cybersecurity | Web Developer

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Socials: [LinkedIn](#), [portfolio](#)

A highly skilled IT professional with 14 years of experience in providing comprehensive technology solutions. Expertise spans System Administration, IT support, network administration, cloud computing, and cybersecurity. Extensive background in installing and managing low-voltage systems, structured cabling, surveillance system, access control, fire detection and alarm systems (FDAS), and intrusion detection. Proficient in web development, with a focus on system integration and maintenance. Known for delivering reliable and secure solutions that drive business efficiency and enhance operational performance.

SKILLS

IT Support	System Administration	Network Administration	Web Development
Remote desktop	Virtual Machine	Protocols (IP, DNS, DHCP)	CMS
Ticket handling	Active Directory & LDAP	Routing & switching	E-Commerce
troubleshooting	Backup & Recovery	Virtual Private Network	Page Builder
Hardware support	Server Infrastructure	LAN & Wireless Network	Web Design
Software installation	Scripting (PowerShell)	Load Balancing	Graphic Design
Networking	Operating System	Network Monitoring	HTML/CSS
Cloud Operation	Security Operations	Program Language	Operating System
VMs & Containers	IDS/IPS & FIREWALL	JAVASCRIPT	Microsoft OS Server
Cloud Computing	SEIM	PYTHON	Linux Distribution
Cloud Storage	Endpoint Security	PHP	MacOS & IOS
Web Hosting	Network Security	SQL	Android mobile based
CDN	Incident Response		

EXPERIENCE

Kacific Broadband Satellites, Timor-Leste *Lead Generation and Business Development Consultant*
August 2024 – January 2025

My primary focus is identifying and securing new business opportunities to drive growth and success. I proactively engage with potential leads, arrange meetings with key decision-makers, and effectively promote our product and services to build long-term partnerships.

- Achieve monthly Key Performance Indicator, including making calls, and conducting client visits.
- Meet monthly sales conversion target and maintaining a warm pipeline of viable leads.
- Provide daily and weekly reports on the status and progress of leads.
- Utilize approved marketing materials to ensure consistency and professionalism in outreach.
- Handle the timely submission of end-user contracts and provide regular reports.
- Ensure alignment with the company strategic goals, contributing to growth and success.

Office of European Union Delegation, Timor-Leste *Information Technology Officer*

February 2022 – July 2024

In my role, I provide direct assistance to end users in resolving variety of technical issues, ensuring minimal disruption to their workflows. I manage and respond promptly to ticketed issues and handle the maintenance, troubleshooting and repair essential IT infrastructure.

- Manage and respond to ticketed issues promptly to minimize disruption.
- Maintain, troubleshoot, and repair desktops, printer, internet connectivity, servers, communication tools, access control systems and etc.
- Prepare and submit comprehensive daily reports to the Regional IT Officer (RITO) for transparent communication.
- Document ongoing task and challenges to ensure effective follow-up and resolution.

Technology used: ServiceNow, SolarWinds, Cisco, Palo Alto, HPE server and switches, Ivanti, RDP

Digitaleye Solutions, Timor-Leste *Chief Technical Officer*

March 2012 – present

I oversee and execute the technical operations of the company's projects, ensuring alignment with organizational goals. My responsibilities include strategic decision-making, coordinating with team members to deliver optimal results, and providing training and evaluations for clients and employees on new technologies.

- Creation of technical documentation, Develop manuals and standard operating procedures (SOPs) for internal and external use.
- Design, estimate, and implement project solutions, ensuring alignment with client needs and business objectives.
- Marketing and communication: Actively participate in marketing and communication efforts to endorse products. Build and strengthen client relationships through strategic product promotion.
- Contribute to the company's growth by enhancing brand visibility and client engagement.

Web and Graphics Developer, Remote *Freelance*

March 2012 – present

I specialize in designing and developing responsive websites and digital assets, combining strong technical skills in web development with a creative eye for design. My expertise spans front-end development, content management systems (CMS), and graphic design, with a focus on delivering visually appealing and functional websites, as well as high-quality marketing materials.

- Design and develop responsive websites using HTML, CSS, JavaScript, and modern web technologies.
- Implement and manage CMS platforms like WordPress and Drupal to ensure smooth website performance and content management.
- Create visually appealing graphics for websites, social media, advertising campaigns, and digital marketing materials.
- Design logos, icons, banners, and other digital elements for branding and marketing purposes.
- Enhance visual quality by editing and retouching images to align with brand aesthetics.
- Develop concept designs for products, enhancing the overall visual appeal of digital and print materials.
- Develop layouts for both print and digital publications, ensuring consistent branding across all platforms.

Technology used: [HTML, CSS, JS, PHP, MYSQL] CMS (WordPress), Ecommerce, Page Builder, cloud computing, Web Hosting, SEO

HOTEL TIMOR, Timor-Leste *Information Technology Consultant and Technology Provider*

2012 – present

I have been responsible for building and implementing systems architecture, managing IT projects, and deploying IT infrastructures across various technologies. I provide technical guidance, assist with disaster recovery, and support business continuity planning, ensuring the hotel's technology systems run smoothly.

- Installed and managed IT network infrastructure, including servers, switches, routers, load balancers, and access points.
- Coordinated with IT support teams and vendor resources to ensure efficient implementation and maintenance of systems.
- Prioritized creating and maintaining a secure server environment, performing regular server backups and preventative maintenance.
- Ensured seamless internet connectivity to minimize downtime and oversee network monitoring and maintenance.
- Coordinated software installations, upgrades, and maintenance to optimize system performance and reliability.

Technology used: Fidelio HMS and MICROS POS, Windows Server, Ubiquiti Networks, Cisco

Market Development Facility (AUSAID), Timor-Leste *IT Support Provider*

March 2014 – March 2022

As an IT Support Provider, I was responsible for delivering comprehensive IT services to ensure the smooth operation of hardware, software, and network systems at Market Development Facility. Over the course of my contract, I played a pivotal role in troubleshooting, installing, maintaining, and upgrading IT systems.

- Diagnosed and resolved hardware and software issues to minimize downtime and ensure system reliability.
- Installed and configured new systems, hardware, and software to meet operational requirements.
- Performed regular servicing and maintenance of IT equipment and network infrastructure.
- Delivered training sessions to users, helping them effectively utilize new technology and tools.
- Assisted users with technical problems such as connectivity issues, data access, and system performance.
- Commissioned and installed system upgrades and maintenance programs to keep IT infrastructure up to date.
- Managed data transfers between workstations and across organizational networks, ensuring data integrity and security.

Technology used: Cisco Meraki, Ubiquiti Networks, Windows Server, Microsoft SharePoint, Zoom, Remote Desktop tools

To'os Ba Moris Di'ak (AUSAID), Timor-Leste *IT Support Provider*

February 2017 – June 2021

I provided comprehensive IT support, ensuring the efficient operation of systems, hardware, and networks. I was responsible for troubleshooting and resolving technical issues, supplying and installing IT equipment, and delivering training to enhance user proficiency

- Diagnosed and resolved hardware and software issues to maintain smooth system functionality.
- Supplied, installed, and configured new systems, laptops, desktops, printers, and other electronic devices.
- Assisted end-users with IT-related challenges, including technical issues with computer systems, data access, and network connectivity.

- Delivered ongoing support and solutions to ensure a seamless user experience and quick resolution of technical issues.
- Provided guidance and training to users on how to effectively use new technology.
- Commissioned and installed upgrades and maintenance programs to ensure system performance.
- Managed the transfer of data between workstations or organizations, ensuring data security and integrity.

Technology used: Microsoft SharePoint, Synology NAS, OneDrive, Zoom, Remote Desktop tools

Maubere Security, Timor-Leste *IT Security Officer*

February 2013 – August 2017

I oversee and maintain all departmental systems, including web-based platforms for Accounting, HR, and IT, and manage the ticketing system. I bring expertise in website development, mail exchange management, and web server installation, alongside configuring and implementing WAN/LAN networks to ensure complete network configurations.

- Implemented offsite surveillance monitoring services with VPN-tunneled connections for secure remote access to Security Surveillance Systems.
- Supervise and manage projects related to low-voltage and security systems, including CCTV, access control, alarm systems, and smart home systems.
- Coordinate preventative maintenance schedules for systems to ensure operational efficiency and compliance with organization policies.
- Perform troubleshooting and maintenance for desktops, laptops, printers, and UHF devices to ensure seamless functionality.
- Prepare technical documents and quotations for prospective clients to support business development and enhance client satisfaction.

Technology used: Linux Postfix and Dovecot, OrangeHRM, OSTicket, Microsoft Access, MikroTik, Ubiquiti Networks, Guard Patrol Management System, Axis, Bosch, Panasonic

Global Teknologi Interprindo, Indonesia – Timor-Leste *Technical Support and Training Officer*

2010 – 2013

I am responsible for overall system support, including version control and the maintenance of software through updates and patches. I troubleshoot and maintain systems to ensure their smooth operation and have extensive experience in installing data servers, racks, and network infrastructure, including LAN configurations and routing setups.

- Diagnosed and resolved hardware and software issues to maintain smooth system functionality.
- Installed, and configured new systems, laptops, desktops, printers, and other electronic devices.
- Assisted end-users with IT-related challenges, including technical issues with computer systems, data access, and network connectivity.
- Delivered ongoing support and solutions to ensure a seamless user experience and quick resolution of technical issues.
- Provided guidance and training to users on how to effectively use new technology.
- Commissioned and installed upgrades and maintenance programs to ensure system performance.
- Fostered strong client relationships by delivering tailored solutions and exceptional service to meet their needs.

Project: Software Development for National ID System in Timor-Leste, (DMIS)

PROJECTS AND ACHEIVEMENTS

Installation of Security Intrusion System and Fire & Detection Alarm System
Banco Central Timor-Leste | 2024-2025

Installation of File Server, Wireless / LAN Network and Surveillance System
Pelican Grammar School | 2023-2024

Implementation of New ERP and Point of Sale System
Kmanek Supermarket, Timor-Leste | 2014 -2018

Implementation of Food Delivery App in Dili
Foodish Food Delivery Services, Timor-Leste | 2019 - present

EDUCATION AND CERTIFICATION

Bachelor Degree in Information Technology CAP College Makati, Philippines	Google Cybersecurity Professional Certificate Coursera 2025 Certificate link
Computer Drafting (AutoCAD) Iligan Computer Institute Iligan City, Philippines	English Proficiency Certificate Duolingo English Test 2024 Certificate link
Introduction to General Virtual Assistant Down South Trainers 2024 Davao City, Philippines	Fundamentals of Search Engine Optimization (SEO) Down South Trainers 2024 Davao City, Philippines

NATIONALITY

Filipino

LANGUAGES

English, Indonesian, Tetum (Timor-Leste), Tagalog, Cebuano

CHARACTER REFERENCE

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