Benjamin S. Lazaro III

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Systems Engineer • Technology Support Specialist • Web Administrator & Developer

PROFILE

Seasoned technical support engineer returning to software development; passionate about automating the boring stuff, building applications and writing code

AREAS OF EXPERTISE

IT Training, Network Management (SNMP), Network Support (Allied Telesis & Cisco), Web Administration & Development

PROFESSIONAL EXPERIENCE

Independent IT Consultant   05/2018 – Present
- Consultation services to StaffRight Solutions, Inc. on corporate website update as well as cost-saving methods in delivering computer-based training (CBT) services to their customers

Fujitsu Philippines, Inc., Makati City, Metro Manila   01/2007 – 4/2016
Technology Support Specialist
- Onboard network support engineer to the Network-IT SysAdmin group of PLDT (Philippine Long Distance Telephone) company providing maintenance, operations support & training on:
  ◦ Network Management Systems (AlliedView NMS, CastleRock SNMPc, Cisco Prime Network)
  ◦ Network devices (Allied Telesis Gigabit Ethernet switches, Cisco 10K & ASR 9K series routers)
  ◦ Servers (Fujitsu legacy & blade servers) hosting RedHat Linux & Windows Server OS

- Lead implementation engineer and (later also as) project manager on the multi-phase roll-out, maintenance & support of Allied Telesis Gigabit Ethernet switches for PLDT's digital subscriber line (DSL) services

- Pooled network support engineer for the annual corrective & preventive maintenance of PLDT's Cisco switches & core routers

Fujitsu Philippines, Inc., Makati City, Metro Manila   10/2004 – 12/2006
Technical Support Engineer
- Web developer of the Integrated Support Center Manila (ISM) team, Fujitsu Philippines' server support group for the Asia-Pacific region:
  ◦ Rebuilt the team's Intranet website (HTML, CSS, JS, PHP/MySQL)
  ◦ Automated administrative back-end tasks & publication of select web content
  ◦ Successfully increased online presence & site visits within the Asia-Pacific Intranet community

- Web application test engineer & liaison officer for WeServ developers (Fujitsu subsidiary) and Fujitsu Australia Ltd. (internal client):
  ◦ Development of a web-based incident tracking application (HTML, CSS, JSP & MySQL)
  ◦ Onsite application installation & operations training at New South Wales, Australia

WeServ Systems International, Inc., Makati City, Metro Manila   09/1998 – 09/2004
Supervising Application Systems Engineer
- Development team member tasked with building an online shopping framework from the ground-up (HTML, CSS, JS, Jasmine & Adobe Photoshop)

- Lead web developer for the global debut website of Fujitsu-Computer Associates's Jasmine database (HTML, CSS, JS & Adobe Photoshop)

- Boot camp instructor for WeServ's web design fundamentals curriculum
  ◦ Focused on HTML, CSS, JS & Adobe Photoshop basics
  ◦ Authored initial training materials & conducted initial classes
  ◦ Backup instructor for the C/C++ fundamentals curriculum

Distributed Processing Systems, Inc., Makati City, Metro Manila   07/1997 – 07/1998
Web Administrator / Webmaster
- Administration, code base & content maintenance of DPSI corporate website

- Code base & content maintenance of customers' website (HTML, CSS, JS, AppleScript & Adobe Photoshop)

SOHO Connect, Inc., Makati City, Metro Manila   01/1996 – 06/1997
Technical Support Engineer
- On-field and phone tech support services on subscriber accounts, purchased desktop PC hardware and Windows OS

- Administration and maintenance of backup & production Linux servers as a junior systems administrator

- Informal IT training to subscribers on operations & security-related awareness on various Internet applications every 1st Saturday of the month

Distributed Processing Systems, Inc., Makati City, Metro Manila   12/1994 – 12/1995
Application Developer
- Code base maintenance of a customer's Sales & Inventory application written in 4th Dimension (a 4GL OOP language, RDBMS & IDE)

EDUCATION

Bachelor of Science in Computer Science
Adamson University, Metro Manila, Philippines

IT CERTIFICATIONS

Allied Telesis Certified Professional for Router & Switches (CAP/RS)
Cisco Certified Network Associate: Routing & Switching (CCNA)
CompTIA A+ Certified IT Technician (CompTIA A+)
CompTIA Linux Certified Professional (CompTIA Linux+)
LPI Linux Server Professional LPIC-1 (LPIC-1)
Suse Certified Linux Administrator (CLA)
EC-Council Certified Ethical Hacker (C|EH)
Udemy Modern Python 3 Bootcamp
Udemy The Complete ServiceNow System Administrator Course
Udemy The Complete 2020 Web Development Bootcamp