

Benedict Angelo A. Bumatay

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Professional Summary:

Electronics Engineering graduate specializing in telecommunications and networking, with hands-on experience in IT operations, network monitoring, and technical support. Trained in cybersecurity fundamentals, Linux and Windows systems, scripting, and security tools through certifications, labs, and personal projects. Experienced in customer-facing technical support, incident handling, and troubleshooting in NOC environments. Highly adaptable, analytical, and eager to grow in IT, cybersecurity, cloud, or engineering-focused roles.

Experience:

Network Operations Center Analyst Intern

Radius Telecom, Inc.

July 2024 – September 2024

Philippines

- Provided first-line technical support and customer assistance through calls and ticketing systems using Salesforce
- Monitored network performance and connectivity issues using SolarWinds, identifying outages and performance degradation
- Assisted in network topology and architecture documentation for planned and existing connections
- Performed basic network troubleshooting, fault isolation, and issue validation
- Used PuTTY (Telnet/SSH) for device access and diagnostics
- Maintained and updated client records and technical documentation
- Coordinated with and dispatched field engineers for escalated incidents
- Gained exposure to real-world NOC workflows, escalation procedures, and SLA-driven environments

Technical Skills:

Cybersecurity & Networking:

- Wireshark, Splunk, Suricata, IDS/IPS, EDR, OpenVAS, Metasploit, Firewalls, VPNs, SIEM basics, TCP/IP, OSI, LAN/VLAN

Operating Systems:

- Linux/UNIX, Windows

Programming & Scripting:

- Python, JavaScript, SQL, HTML/CSS, Git, Bash, Rust, C

Tools & Platforms:

- SolarWinds, Solar PuTTY (SSH/Telnet), Cisco Packet Tracer, Salesforce, GitHub, VS Code, Vim

Engineering:

- Electronic Soldering, Schematic diagram comprehension

Education:

Bachelor of Science in Electronics Engineering

Rizal Technological University

March 2019 – March 2025
Philippines

Projects:

Personal Website Portfolio

- Built a responsive personal portfolio built using HTML, CSS and JavaScript, hosted with GitHub Pages.

Virtual Home Lab (Cybersecurity & IT)

- Built a multi-VM lab to practice Linux/Windows administration, networking, security tools, and troubleshooting scenarios.

Login Analyzer & Suspicious Activity Detector

- Developed a Python-based tool to analyze login data and detect suspicious patterns using SQL and Bash automation.

Automated Linux Antivirus System

- Implemented scheduled antivirus scanning and reporting using Bash scripting in GUI and non-GUI environments.

Password Generator & Manager

- Created a script to generate strong passwords and store credentials securely in structured files

Soft Skills:

- Customer & Ticketing Support
- Analytical & Problem-Solving Mindset
- Incident Response Under Pressure
- Clear Communication (English, Filipino)
- Attention to Detail
- Team Collaboration
- Time Management
- Ethical Responsibility & Confidentiality
- Continuous Learner

Certifications:

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|---|---------------|
| • Google Cybersecurity Certificate | Coursera 2025 |
| • IBM Ethical hacking with Open Source Tools Certificate | Coursera 2025 |

Trainings:

- Currently studying for CCNA certification
- Currently studying Spanish language
- Completed CS50 free online course