John Ryan Q. Acoba

Kihei, Hawaii

+1 (808) 319-7179

linkedin.com/in/softbuilders

github.com/surferxhp

softbuilders@icloud.com

Summary:

- Ambitious Network and System Administrator Intern eager to contribute and develop knowledge in system administration role and ready for a new position that involves troubleshooting, maintaining and configuring enterprise-level networks, providing technical support and solutions with quick and efficient turn-around.

- Deep understanding of operational dependencies of applications, networks, systems, security and group policy, as well as firewalls, various IP routing protocols, as well as ability to improve system up time and system resiliency, based on single-handedly solving unique trouble tickets.

- Able to learn quickly and clearly understand problems and provide solutions using troubleshooting, critical thinking, and communication, with the ability to decipher complex networking problems and put them into easily.

Education:

Acuitus Advanced Information Technology Program
Sunnyvale, California
October 2020 – Present

Bachelor of Science in Computer Science
Technological Institute of the Philippines
March 1999 – October 2004

Technical Skills:

- Network & System Configuration and Administration (All Windows Platforms) & Cisco Enterprise Switching, Routing and VLANs

- OSI and TCP/IP Protocol Stack

- DHCP, DNS, SMTP, Active Directory, Group Policy

- Network security, Firewalls, VPNs

- Secure Data Recovery, Backup & Restore

- Linux advanced DNS configuration

- Linux dynamic and static network configuration

- Microsoft Azure Stack

- Microsoft 365

Core Competencies:

- Assemble, configure and troubleshoot hardware and software issues on Windows Servers, with Linux Platform awareness

- Network mapping, Network issue debugging and Network traffic analysis

- Strategic planning and operations

- Technical Support and Assistance

- Quality Testing and Assurance

- Product Enhancement and Optimization

- Reporting and Documentation

- Extensive international travel background and comfortable working with and in different cultures

- Strong problem solving, critical thinking and troubleshooting skills

Experiences:

Technical Support Full-time
Hawaiian Breeze Solutions Corp., *Kahului, Hawaii*
(July 2021 - Present)

- Gained hands-on experience in Microsoft Windows Desktops, Administration of printers and files share and permissions and LAN troubleshooting.

- Configured, monitored and administered Microsoft M365, Microsoft Azure Stack and Public and as well as Windows Server 2003/2008/2012/2016/2019.

- Maintained and monitored systems to ensure no service interruption and as well as updated and maintained technical and operational documentation.

- Worked with outside vendors when necessary (e.g., install and troubleshoot software/hardware) and installed new hardware and/or software to clients' specifications.

- Single-handedly solved end user issues in a timely manner, using N-Able MSP Manager and N-Able RMM, and communicated with clients when work is completed.

Network and Systems Administrator Intern
Acuitus Inc., *Sunnyvale, California*
(October 2020 - Present)

- Single-handedly solved trouble tickets from the Department of Defense, US, and International companies.

- Gained hands-on experience, designing, building, and troubleshooting enterprise-class Windows and Linux servers, routers and switches.

- Collected information to analyze and evaluate existing systems; research, plan, install, configure, and troubleshoot systems as well as hardware and software interfaces.

- Configured, monitored, and administered Domain Controllers, Active Directory, File and Exchange servers, DHCP and DNS for Windows Server 2003/2008/2012/2016 platforms.

- Configured multiple complex networks according to best practices.

- Actively communicated all configurations, troubleshooting, and maintenance in organized logs.

Senior Front-End Web Developer Full-time
Ally Techno Grit Solutions Corporation, *Manila, Philippines*
(May 2017 - September 2017)

- Directly worked with the company staff and stakeholders in the Philippines as well as the Business Analysts and fellow Team Leaders concerned with the assigned project.

- Created landing pages, dashboards and web applications using CMS vendors such as WordPress and HTML/SCSS framework vendors like Twitter Bootstrap and Zurb Foundation.

- Built and applied reusable code to other projects to reduce consulting fees and development hours.

- Coded user-customizable applications to convert raw data from design engine to graphical formats.

- Troubleshoot, tested and remedied issues before software deployment.

UI/UX Design Engineer Full-time
[24]7.ai Philippines, *Manila, Philippines*
(August 2016 - February 2017)

- Helped develop internal software applications specifically for desktop platform which is used exclusively by both Call Center Agents and Administrative Officers.

- Designed and developed web-based desktop applications using HTML/SCSS framework vendors like Twitter Bootstrap.

- Provided visual documentations using Invision Web and Mobile Prototyping, and as well as managing source codes for the team using Microsoft Visual Studio Team Foundation Server (TFS).

- Delivered end-user training on content management systems allowing staff to make easy updates and maintenance to website without developer assistance.

Senior User Interface Designer Full-time
Cambridge University Press, *Cambridge, United Kingdom*
(March 2009 - June 2016)

- Conducted business travel to University Press House located at Cambridge, United Kingdom and attend business meetings and to lead the user interface design team.

- Developed corporate websites using the InVision Web and Mobile Prototyping, from information design (low fidelity and high fidelity wireframes) to visual design (graphics and interface elements), creating mini-sites, static and animated banners and graphics - optimization, creating mobile web applications for both smartphones and tablets using responsive web design technique and other HTML/SCSS framework vendors like Twitter Bootstrap, Zurb Foundation, and jQuery Mobile.

- Participated in pre-project analysis and technical assessments to develop user-friendly interface and correct functionality to meet business objectives.

- Worked extensively with software engineering staff to better understand Apache SOLR software solutions and benefits to projects.

Hi there,

I was excited to learn about the IT Technician position with your team and would greatly appreciate your considering my placement for this role. I've closely reviewed the needs and requirements for this role and believe that my qualifications have prepared me to contribute immediate value to your organization.

I have worked hard to hone my network and system upgrading skills. I am focused and attentive to detail when addressing high-volume task loads to meet deadlines. I am inspired by making a positive impact by applying performance improvement skills and my problem-solving abilities allow me to address challenges to achieve results. I am very analytical and well-versed in problem-solving for both networks and systems. I have solved trouble tickets that arose in the military and have been given the opportunity to solve these real-world issues. I have an exceptionally good understanding of several networking protocols and the fundamentals of both networking and systems administration. This will help me to learn and understand new concepts and ideas pertaining to the job as well.

I would welcome the opportunity for an interview to further discuss the position and the ways in which I can positively impact the team's growth. Please take a moment to review my attached resume. I am also more than willing to relocate and accept any advanced training program for a chance to show the ways my skills may best serve the company. Thank you for your time and consideration.

Mahalo!
John Ryan Q. Acoba