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**Technical Overview**

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| Operating Systems | Windows, Mac OS, Ubuntu, Android, iOS, CentOS and more |
| Network/Server Apps | Cacti, HP Openview, NagiOS, Wireshark, Pingplotter, Altiris |
| Diagnostic Tools | ping, traceroute, MTR, ARP, netstat, NSlookup, whois |
| Hardware | Cisco Meraki, Sonicwall, Netgear, ASUS, Sophos and more |
| Ticketing Systems | Salesforce, Parature, Netsuite, eservice, Zendesk |
| VOIP desk phones | Polycom, Cisco, Yealink, Obihai |

# Experience

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| Dates From: 05//2018 – TO: 07/2021sENIOR TECHNICAL SUPPORT ENGINEER, 8X8 INC.  * Technical support for Enterprise customers & Partners * Resolve escalated technical issues from other teams including executives * Resolve technical issues associated with 8x8’s hosted communication application and products via phone & email * Meet or exceed customer satisfaction and productivity metrics * Work with various on-site network equipment with IT * Be a liaison between customers and support, product development and sales to identify opportunities for support delivery improvements * Tests different make and models of routers/firewall to find proper configuration for 8x8 services |
| Dates From: 12/2017 – To: 04/2018Advanced technical support engineer, 8x8 inc.  * Technical support for Small business & Mid-Market customers * Solid understand of 8x8 products and services * Resolve technical issues associated with 8x8’s hosted communication application and products via phone & email * Share knowledge with teammates * Write knowledge base articles for peers and customers  Dates From: 07/2014 – To: 03/2017technical support engineer, Endicia  * Technical support for all types of customers * Solid understanding of Endicia products along with the ability to perform troubleshooting on Windows and Mac OS * Maintain expert-level knowledge of the features and business application of the company’s products, services and API * Perform quality assurance tests and record issues found for Product development, QA Operations  Dates From: 10/2011 – To: 11/2013Network operations engineer, Keynote systems, INC  * Monitor internal production systems in a data center environment * Monitor a heterogeneous Windows/Linux server environment for over 1000+ servers, switches and other network devices at assorted locations worldwide via HP Openview and Nagios. * Remotely support co-locations during installations of new server clusters * Coordinate with international locations and major ISPs in addressing backbone packet loss and latency issues * Coordinate with customers and/or internal groups to report or resolve system-related or network issues * Perform routine server audits for malware, disk integrity and resource utilization * Conduct network audits by using Cacti to prevent oversaturated network pipes * Help desk support during off hours/holidays |

# Education

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| march 2003Computer science, Trinity college of quezon city (philippines) |
| June 2004Desktop support certification, Hayward Adult school |
| June 2004network administrator certification, Hayward Adult school |

# Skills

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| * Great problem-solving skills * Strong communication/customer service * Attention to detail | * Strong troubleshooting * Works well with a team * Good work ethic |

# Activities

Father to two great, beautiful kids. Avid PC gamer. Basketball fan.

Work on my home lab with different IoT devices, public game servers.

Build PC for friends and relatives.

Mentor relatives and friends who want to get into the IT industry.