

CV of DENNIS ARIEL AQUINO

PROFESSIONAL SUMMARY

- Delivered complex ICT products and services involving voice, data, and video communication technologies. A highly experienced Senior Client Delivery Manager with solid technical background and knowledge in Digital Transformation, Data Center, Cloud Computing, IoT, Cyber Security and Collaboration.
- Well-rounded IT and Telecommunications professional with nearly 2 decades of industry experience in IT Hardware/Network/Systems Infrastructure, IT Systems and Administration, ICT Project Management, IT Service Delivery, ICT Solution Design & Architecture, and Sales/Account Management.
- Energetic and self-motivated team player/builder. At ease in highly stressing Digital Enterprise / ICT Solutions environments requiring superior ability to effectively and efficiently handle multi-task levels of responsibility.
- Excellent communication, interpersonal, intuitive, analysis, leadership and managerial skills. Proven ability to work efficiently in both independent and teamwork environments.
- Results-oriented, customer-centric, motivated and dedicated professional with a strong ability to consistently make sound decisions. Known for exceeding business targets, goals and objectives.

CORE COMPETENCIES

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| ✓ ICT Project Management and IT Service Management | ✓ Network Architecture, Design, Implementation |
| ✓ Digital Transformation, Data Center, Cloud Computing | ✓ Cisco Switching and Routing technologies |
| ✓ Solution and Design, Consulting, Proposal & Bid Management | ✓ IP Network Solution and Design Consulting |
| ✓ Cyber Security and Collaboration, Internet of Things | ✓ LAN/WAN IP / IT Security |
| ✓ Business Sales & Pre-Sales Technical Expert | ✓ IT (Software/Infrastructure) |
| ✓ Quality Management and Process Improvement | ✓ Web Programming (Frontend and Backend) |
| ✓ Infrastructure Solution Architect | ✓ Third-Party and Vendor Management |
| ✓ Project Planning and Management | ✓ Systems and Network Administration (Server/Client) |
| | ✓ ICT Sales and Account Management |
| | ✓ Software Development (Java and Javascript) |

PROFESSIONAL WORK EXPERIENCE (Technical Knowledge and Expertise)

- In strict coordination with different internal and external IT vendors and stakeholders. Assume the role of **Subject Matter Expert at all times (Triple Play Services “Voice, Video and Data/Broadband”, Wireless Solution, ICT Managed Services, VSAT and Terrestrial Solution)**. Guide implementations and ensure best practices are fully met and applied. Design, specify and advise on the most suitable ICT Solution to meet and satisfy customer needs.
- Previous experience includes overall management and administration of the company's IT Telecoms, network and computer systems. Implement, administer, manage and maintain the **IP backbone (IP PABX/Telephony)** as well as the **VPN** and **VOIP systems**. **Design, install, setup and configure network hardware and software infrastructure.**
- Perform network analysis and statistical reports. Provide third-level troubleshooting support to IT systems and network technical support staffs. Act as mentor to less experienced IT Professionals. Prepares necessary **technical documentations** to prepare **IT/Telecoms scope of work**. Works with Tender Specifications. Perform **primary analysis of identified performance problems**, then recommend and implement changes to correct conflicts, errors and other technical problems.

- Expert knowledge in **TCP/IP**. Specialized in setting-up and configuring **Switches, Routers, & Firewalls**. In-depth knowledge of Routing Protocols such as **RIP/RIPv2, CDP, MPLS, BGP, ISIS, IGRP/EIGRP, OSPF**. Experienced with **storage systems "SAN & NAS"**.
- Design, setup, install, configure, administer and maintain **Server/Client Environment using "Ubuntu" Linux Server and Microsoft Network Operating Systems (Windows Server 2016, Windows Server 2012, Windows Server 2008 Windows Server 2003, Windows Server 2000, and Windows NT)**. Apple iOS /macOS (<https://support.apple.com>)
- Setup, Configure and Maintain **Wireless Solutions (802.11b/g/n) Antenna/Access Points**. Maintain voice communications. Install, configure and manage **Cisco Unified Communications Manager**. Configure and maintain **SRST, QoS, Voice Routing Protocols, Voice Gateways. VOIP protocols (SIP, MGCP, RTP and H323)**. Install and configure **Sywx IP PBX/Telephony Server/Client Platform** (German Communications Technology).
- **Solid knowledge in AWS cloud computing (IaaS, PaaS, & SaaS)**. Microsoft Office 365 and SharePoint.
- **Web Development: Full-Stack Development (Website Frontend and Backend Tools) used: PHP/Phpmyadmin (for server-side scripting), HTML5 (for Content Writing), CSS/Bootstrap (for styling), Javascript (for program function & behavior), MySQL (for database storage), MYSQL Workbench 8.0.18 (for ERD Design), SwiftMailer (for sending emails), Brackets (preferred coding text editor), Google Chrome (Web Browser), and WAMP SERVER (for localhosting support)**
- **Software Programming Languages "OOP" - Java and Python.**

Lead Project Manager – ITSM and Operations (ICT Projects) – Al Mansoori Group of Companies - Qatar
(April 2018 – January 2019)

- Prepare and review the commercial aspects of the bid which includes the financial summary of all included products and services, along with the terms and conditions.
- To secure profits and avoid revenue loss by ensuring that exact ICT requirement for large, complex, and multi-service solution environment are fully captured, well managed and within budget.
- Coordinate with others teams across different departments and division (commercial which includes but not limited to product marketing, sales and business development, legal, pricing team, technology team as well as existing partners and vendors alike.
- To ensure project scope of work is properly captured and delivered within the agreed timeframes.
- To review the solution proposal and do a project handover with different stakeholders in order to initiate project engagement.
- To share project overview and updates with customers, internal stakeholders as well as third parties on a regular basis and ensure alignment of deliverables and objectives.
- To create high-level project report to share with key stakeholders for full project status visibility.
- To ensure successful project implementation and delivery are well ahead of time and within expectations, hence resulting to excellent customer experience.

Consultant – IT & Telecommunications Sector – Holocron Technologies - Philippines

(January 2017 - January 2018)

- Main responsibilities include but not limited to the overall solution design, strategy planning, organizing, and execution of all IT and Telecommunication functions.
- Responsible for preparation and timely submission of bid proposals, revisions, and monitoring of activity change requests.
- Preparation of final proposal, follow up with customers, and delivery of projects according to budget, deadline, and scope.

- Directing, managing and collaborating with project key stakeholders to meet project requirements. Provide maintenance support to existing applications & services along with the development of new technical solutions.
- Coordinate and negotiate with vendors, subcontractors, technology teams, finance, and suppliers to obtain relevant information needed to prepare BOM/BOQ and to comply with the bid requirement.

Senior Manager, Customer Service Delivery “EDMS” - Singtel (Singapore Telecoms Limited) - Singapore (April 2013 - September 2016)

- Manage Customer Service Delivery for the Global Telecom Network Operations in the Philippines, China, and all Countries in the Pacific Region. Operations annual gross revenue amounting to AUD 500 million dollars.
- Interact with partner in-country service providers for network outages and improvement continuity.
- Manage the performance of network services for clients as agreed in the contract and ensure that the Service Levels are achieved. Build service relationships with clients. Up sell products and services.
- Assist in project proposal planning and design. Work with sales in gathering costs of new circuits contribute to ongoing improvement plans to ensure stability, reliability and security of existing client networks.
- Manage all dockets and interact with operations team which includes but not limited to GMC, NOC, Solutions team, Technical Delivery Team, and network design team to manage scheduled outages and improvements of existing client networks.
- Work in pre-bid phase to provide inputs on service aspects used for bids. Ensure that systems, processes and methodologies specified are strictly followed in order to provide effective monitoring, control and support of service delivery. Oversee Project implementation & ensure that existing services are not affected by the change request.
- Identify potential variations of requirement and proactively support change order negotiations.
- Attend and consistently contribute to client service review meetings, areas covered include performance reports, service improvements, quality and processes, change management, risk and problem management.
- Conduct review process to contractually validate every change request and proposals before submittal.
- Maintain the change management logs to manage contracts and subcontracts.
- Identify and document change in coordination with the Solution Design and Architecture Team.
- Coordinate with Project team members to prepare variation evaluations for all proposed variations and change order requests.

Solutions Project Manager – du “Emirates Integrated Telecommunications Company, PJSC” – Dubai, UAE (August 2006 to February 2013)

- Worked on project charters – scope, delivery plan, timelines, client and consultant roles
- Overall in charge of project conception and initiation, definition and planning, launch or execution, monitoring of project performance and control, project closure
- Delivering according to contracts and client expectations
- To provide Application Software and Networking Infrastructure pre-sales solutions & project management consultancy to enterprise channel in order to assist in the qualification of bid opportunities and the preparation of subsequent proposals along with timely execution and service delivery of won projects (Software and Networking Infrastructure Solution Architecture and Project Management).
- To take overall responsibility for the solution design and end-to-end project delivery, ensuring that it meets both the client’s needs and can be supported by du. To analyze the Customer’s business requirements, identify solutions, assess risks and provide associated solution costs for complex sales opportunities.
- To support the sales channel within the bid phase by attending customer meetings and providing customer presentations on the proposed solution as detailed in the bid submission.
- To professionally represent the company at all levels with its key customers, building sustainable relationships and hence creating the environment that will enable the company to influence the customer’s decision making process.
- To design the overall technical solution and support the development of the bid strategy for each opportunity. Lead the technical bid response including, internal approvals, preparation of proposals, quotations, tender responses and customer meetings

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IT Telecoms Sales and Business Development Manager - LIKEMIND IT and Telecoms Fz-LLC - Dubai, UAE (July 2005 to June 2006)

- Overall in-charge of the Company's Sales, Business Development and Operations Management (Technical and Commercial).
- Draft proposals contents and work on presentation materials.
- Ensure that proposals are completed ahead of time, compliant/meets the requirement, and ready for submission before deadline.
- Working with key internal and external stakeholders to define and scope projects; determine resources required, highlight risks, set clear objectives and delivering high quality product goal within limited time, budget and resources, including documents gathering from internal and external sources as part of project undertaking. ICT Project and IT Service Delivery.
- Maintain Good Contacts and Relationship with 3rd party branding companies, vendors and manufacturers.

Senior Network Systems Engineer (Network Section Head) - KING FAISAL MILITARY CITY – Khamis Mushayt, KSA (January 2003 to June 2005)

- Overall in-charge of the Network Systems operations and facilities.
- Managed the company Network Security Systems (CISCO, 3COM, Fortinet, Linksys). Coordinate with multiple Distributors and Resellers for Annual IT Requirements. Monitor and Implement MIS and IT Telecoms procedures.
- Managed all Network Servers, Applications and Wireless Solutions.
- Administer and manage the company's database solutions (SQL/Access/Foxpro). Coordinate with multiple parties when project management is required.

Senior Network Administrator - Zuhair Fayez Partnership Consultants (Saudi Aramco Projects) – Al Khobar, KSA (December 1997 to November 2002)

- Prepare, organize and finalize the IT scope of work for every IT project.
- Ensure that communication between MS Server/Client networks are managed correctly. Perform and monitor regular, weekly and monthly backups (Append-Differential-Full). Provide on-site technical support to clients.
- Create Server/Client related documents such as the MIS Procedures and Policies.
- Coordinate with other branch offices if necessary to ensure proper network communications using Lotus Notes/Domino and Windows NT/2000 Servers.
- Manage and update the network, hardware and software inventory. Maintenance of LAN Network Systems.

RELEVANT IT INDUSTRY CERTIFICATIONS AND TRAININGS

- **ITIL4 Foundation Certified** (IT Service Management)
- **Prince2 Certified** (Project Management)
- **CCNA** (Cisco Certified Network Associate)
- **CCDA** (Cisco Certified Design Associate)
- **PMP “Trained”** (Project Management)
- **Lean Six Sigma Black Belt “Trained”** (Project Management, Process Improvement, Quality Management)
- **AWS Certified Solutions Architect Associate** “Currently on-training” (Cloud Computing)

EDUCATION

Graduate Diploma in Information Technology with “Distinction” – 2020

Otago Polytechnic – Auckland International Campus (OPAIC), Auckland, New Zealand

SUMMARY OF MAJOR PROJECTS DELIVERED SUCCESSFULLY / MILESTONES / RECOGNITION / ACHIEVEMENTS

Otago Polytechnic (OPAIC) Key Achievements: (Auckland, New Zealand)

- Excellent Scholars Award – January Study Block 2019
- Completed GDIT with Distinction – 2020

Summary of Projects and Key Achievements: (SINGTEL) - Singapore

- ✓ Successful project implementation of carrier grade billing, POS, CRM and OSS solutions for a Global Banking Group (ANZ).
- ✓ Successfully controlled, monitored and managed customer Data Hub site, and Data Contact Centre projects and service delivery operations in the Pacific Region, and APAC countries.
- ✓ Negotiated and influenced all major stakeholders under my domain during every scheduled change maintenance activity, and always ensure that each project member fully understands the scope and is well aware of their roles, obligations and responsibilities in order to avoid and mitigate unnecessary risk and delays during project implementation.
- ✓ Actively participated and deeply involved in successful implementations of new projects delivered under Service delivery operations, Infrastructure and Software Development Life Cycle as part of Managed services.

Summary of Projects and Key Achievements: (du “Emirates Integrated Telecommunications Company, PJSC) – Dubai, UAE

- ✓ Successfully delivered and project managed MPLS and ERP-Hosted Services for an international logistics, freight and forwarding company with Global Presence (Federal Express)
- ✓ **Outstanding contribution award 2012** in recognition for project managing a major deal worth \$1.2M for global VSAT solution.
- ✓ Successful implementation of DHCC Managed Hosting Services ERP, CRM systems project in UAE.
- ✓ Received **company Spot Award “Best in Collaboration”2012**, recognition for successfully Project Managing Complex International IP-VPN Project for BGC Partners (Dubai-London-India Connectivity) worth \$6M. (Carrier engagement with PCCW and Reliance).
- ✓ Successfully Project Managed Cisco Headquarters (Dubai Media City) \$20M ICT service shifting/migration project for Cisco UCS, security, switches, storage network, and other networking services.
- ✓ Successfully Project Managed Polycom Video Conferencing on global multisite network which showcased the first Telepresence/Video Conferencing solution in the UAE.
- ✓ Successfully Project Managed a 40MB Global MPLS (IP-VPN) connectivity for MTN. (Carrier engagement with Epsilon).
- ✓ Successfully Managed the Project Delivery of International Data Center and BSS project for ATOS. 10Mb Layer3 International MPLS link between Dubai, UAE and Pune/Mumbai, India. (Carrier engagement with Bharti/Airtel).
- ✓ **Project managed the biggest and first successful nationwide implementation of Pre-Wimax in the UAE.** (ETA Ascon’s multiple branches and for service expansion and site sharing use)
- ✓ **Project managed the first successful 1Gb Symmetric Broadband service with redundancy in the UAE** (American University in Dubai)
- ✓ Project managed Emirates I.T - Coco-Cola | Dubai. UAE –Atlanta, USA - Data Centre Relocation and International MPLS Service Shifting. (Carrier engagement with PCCW Global).
- ✓ Architected complex ICT solutions and Managed Projects with budget amounting to more than \$18M.

Summary of Projects and Key Achievements: Likemind IT & Telecoms Freezone LLC – Dubai Internet City, UAE

- ✓ Managed the successful implementation of Vigor Routers and Voice Gateway Project for Rubicon Real Estate, Sheikh Zayed Road, Dubai, UAE.
- ✓ Successfully project managed IP/PBX and Telephony integration with DSLAM Solution for New Horizons Dubai, UAE.
- ✓ Successfully managed VOIP over WIFI Project for Loft Offices, Dubai Media City, UAE.

Summary of Projects and Key Achievements: KING FAISAL MILITARY CITY (Ministry of Defence and Aviation) – Khamis Mushayt, KSA

- ✓ Project involvement from inception, planning, drawing the road map, and implementation of all department organizations systems including ERP, CRM, project management and employee portal to provide an integrated and compatible system sharing, database and technical infrastructure using Oracle Business Suite.
- ✓ Managed the successful software upgrade and migration of legacy Network Server OS “Novell Netware” to “Microsoft NT Server/Workstation” project using IBM Blade SCSI Data Servers.
- ✓ Successfully implemented Lotus Domino /Notes Email Servers Replication, nationwide in KSA.
- ✓ Successfully managed the first fiber optics and data center installation inside Aseer Region Military Campus, Khamis Mushayt, KSA.

Summary of Projects and Key Achievements: Zuhair Fayez Partnership Consultants (Saudi Aramco Projects) – Al Khobar, KSA

- ✓ Successfully managed the overall Saudi Aramco Eastern Region LAN, Server/Client, Print Servers and Intranet Setup Installation (Kingdom-wide, Riyadh, Alkhobar, Jeddah, Hofuf, Abqaiq).
- ✓ Successfully managed and secured the interconnectivity of remote Data Servers by manually installing Server-based Antivirus Software and applying correct Network Firewall configuration.