

# JOHN MARK LOREJO

## NOC Engineer

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### PROFESSIONAL SUMMARY

Enterprise-scale Network Operations Center (NOC) engineer with 6+ years of IT and 2 years of network operations experience specializing in serviceability, observability, incident management, and operational excellence. Expert in real-time infrastructure monitoring, P1/P2/P3 incident triage with SLA compliance, and event correlation for alert noise reduction (30-50% achieved). Proven track record managing 220M+ user-facing systems across multi-region AWS environments. Skilled in AIOps automation, business service-level monitoring, and resilience/availability initiatives. Strong advocate for MTTR/MTTD optimization and data-driven postmortem practices to drive continuous operational improvement.

### PROFESSIONAL EXPERIENCE

#### NOC Engineer | Trust Wallet

*May 2025 - Present*

- Operated enterprise-scale Network Operations Center (NOC) managing 12+ microservices with 10+ components each across multi-region AWS infrastructure serving 220M+ users
- Implemented real-time observability and monitoring infrastructure using Grafana, LogicMonitor, and Auvik; maintained business-critical dashboards tracking service health, error rates, and availability KPIs
- Achieved 30-50% alert noise reduction through in-depth investigation, collaboration and event correlation, alert tuning, and false-positive validation; collaborated with cross-functional resolver teams on anomaly detection and root cause analysis
- Executed P1/P2/P3 incident triage and escalation with SLA compliance: P1 (immediate response, 30-min MTTR), P2 (immediate response, 2-6 hrs MTTR), P3 (30-min MTTD, 4-24 hrs MTTR)
- Led post-incident reviews and postmortems; drove resilience and availability initiatives with MTTR/MTTD optimization reporting to senior management on weekly basis
- Focusing business service-level monitoring (BSM) for mission-critical crypto transaction workflows including on/off ramps, staking, swaps, transfers, deposits, and withdrawals with full telemetry visibility

- Automated critical event detection via AI-powered Crypto Events Bot—fetching and delivering real-time intelligence on hardforks, network upgrades, and security threats to organization-wide messaging platform

## **System Engineer (NOC) | IT By Design**

*Feb 2024 - May 2025*

- Monitor and optimize network and system performance using Auvik, Meraki, NinjaOne, and ConnectWise Automate
- Troubleshoot LAN, WAN, VPN, and firewall issues using Ping, Traceroute, and network logs
- Manage Windows Servers (2008-2022) and Azure cloud services to resolve performance and security issues
- Administer ITSM tools like ServiceNow, ConnectWise, AutoTask, and Kaseya for incident management
- Coordinate with ISPs, firewall vendors (Fortinet, Palo Alto, Cisco ASA, Microsoft), and network teams for issue resolution

## **IT Helpdesk Technician / Command Centre Operations | ProbeCx**

*Jun 2022 - Feb 2024*

- Provided first-line technical support and incident triage via integrated ticketing system (ServiceNow) with full alert forwarding and ITSM workflow automation
- Diagnosed and remediated infrastructure issues across servers, endpoints, and network services; escalated to resolver teams with comprehensive runbooks and contextual incident data
- Executed Standard Operating Procedures (SOPs) including RTOs, escalation policies, and incident response workflows for time-sensitive production incidents
- Managed Active Directory (AD), Azure AD, and Okta for identity and access management; resolved authentication and authorization issues affecting enterprise systems
- Performed health checks on Microsoft 365 ecosystem (Outlook, Teams, OneDrive) and VPN connectivity to ensure business continuity

## **TECHNICAL SKILLS**

### **Observability & Monitoring**

Grafana, LogicMonitor, Auvik, APM, Real-time dashboards, Service health monitoring, Business service-level monitoring (BSM), and event analytics

### **Incident & Event Management**

P1/P2/P3 triage & escalation, SLA management, MTTR/MTTD optimization, Incident correlation, Alert tuning & validation, False-positive reduction (30-50%), Event grouping & aggregation

### **AIOps & Automation**

Event correlation rules, Alert noise reduction, AI-powered automation, Crypto Events Bot development, Critical event detection, Intelligent alert filtering

### **Infrastructure & Cloud**

Server monitoring, Endpoint monitoring, Network operations, AWS multi-region deployments, Application Performance Monitoring (APM), Infrastructure-as-code concepts

### **Identity & Access Management**

Active Directory (AD), Azure AD, Okta, MFA (Duo, Okta, MS Authenticator), Access control, User provisioning & deprovisioning

### **ITSM & Ticketing Integration**

Shortcut, ConnectWise, Freshdesk, ServiceNow, Alert forwarding to ticketing systems, Runbook creation & execution, SOP documentation, Escalation matrices, Postmortem leadership

## **KEY ACHIEVEMENTS & IMPACT**

### **🔍 Incident Resolution Excellence**

- Contribute and partake on multi-team incident response involving security threats from bad actors exploiting endpoints via VMs/bots
- Implemented real-time IPv4/IPv6/device ID tracking and blocking using security tool
- Established postmortem culture driving continuous process improvement across teams
- Achieved consistent P1 response & 30-min resolution targets in mission-critical environment

### **🔧 Automation & AIOps**

- Designed Crypto Events Bot leveraging AI for critical event detection (hardforks, upgrades, network changes)
- Zero-cost automation by integrating existing observability tools with custom logic



### **Enterprise-Scale Operations**

- Operated NOC managing 12+ services × 10+ components in multi-region AWS serving 220M+ users
- Maintained 99%+ uptime through proactive monitoring and incident response excellence.
- Weekly KPI reporting on uptime, availability, and operational metrics to leadership.

## **TOOLS & TECHNOLOGIES**

### **Observability & Monitoring**

- Grafana (dashboards, alerting, APM)
- LogicMonitor (infrastructure monitoring)
- Auvik (network operations)
- Real-time telemetry & event analytics

#### **Ticketing & ITSM**

- Shortcut
- Freshdesk
- ConnectWise
- ServiceNow (incident management)
- Notion (runbooks & SOP documentation)

#### **Cloud & Infrastructure**

- AWS (multi-region deployments)
- Windows Server & Azure AD
- Okta & MFA systems
- Security tooling (IPv4/IPv6 blocking)

### **CERTIFICATIONS**

- Google Cybersecurity Professional Certificate
- Google IT Support Professional Certificate
- ISC2: Certified in Cyber Security
- Cisco Network Essentials
- Fortinet: Technical Introduction to Cybersecurity
- Introduction to Cybersecurity (CompTIA)

### **EDUCATION**

#### **BS Computer Engineering**

Rizal Technological University | 2018 - 2023