

Josh Carlien

# Brix Darlucio

System Administrator

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<https://carlien22.github.io>•

## OBJECTIVE

A seasoned professional with years of experience in Analyst Troubleshooting coupled with four years Active Directory, In Network Configuration Using Mikrotik Pfsense and Cisco Router seeking a challenging role where I can leverage my analytical skills and technical proficiency to contribute effectively towards achieving organizational objectives.

## PROFESSIONAL EXPERIENCE

### IT END USER SUPPORT – ALORICA MJ PLAZA

MAR 2022 – SEP 2023

- Also known as technical support engineers, IT support specialists provide organizations with information technology support to optimize operational efficiency.
- Collaborate with cross-functional teams to define, design, and ship new features, proactively troubleshoot and optimize code for enhanced performance, and continually research and implement the latest technologies to keep applications at the forefront of usability and innovation.
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### IT TECHNICIAN – MANILA, QUEZON CITY

Freelance, June 2020 – June 2022

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### IT SPECIALIST – LOCAL AND INTERNATIONAL

Freelance, 2018 – Present

- Serve as the primary point of contact for troubleshooting issues related to server-client networks, including diagnosing and resolving hardware, software, and network malfunctions.
- Manage and maintain optimal operation of all network systems, including LAN/WAN, VPN, and connectivity protocols; ensure the integrity of high availability network infrastructure to provide maximum performance for users.
- Conduct regular system installations and configurations, monitor network performance, and execute testing routines to ensure that networks are running without interruption.

## EDUCATION

Bestlink College of the Philippines – BSIT

2023 – 2024 Bachelor Degree

Bestlink College of the Philippines – ICT

2018 – 2019 Vocational Degree

## SKILLS

ServiceNow

Jira Tools

Windows Server

Virtualization

365 ADM

Linux

AWS

VPN

Adobe Apps

NAS

CISCO

GNS3

PFSENSE

Firebase

Mikrotik

Active Directory

Aruba Switch

Core Switch

Fortinet

SNMP

EsXi

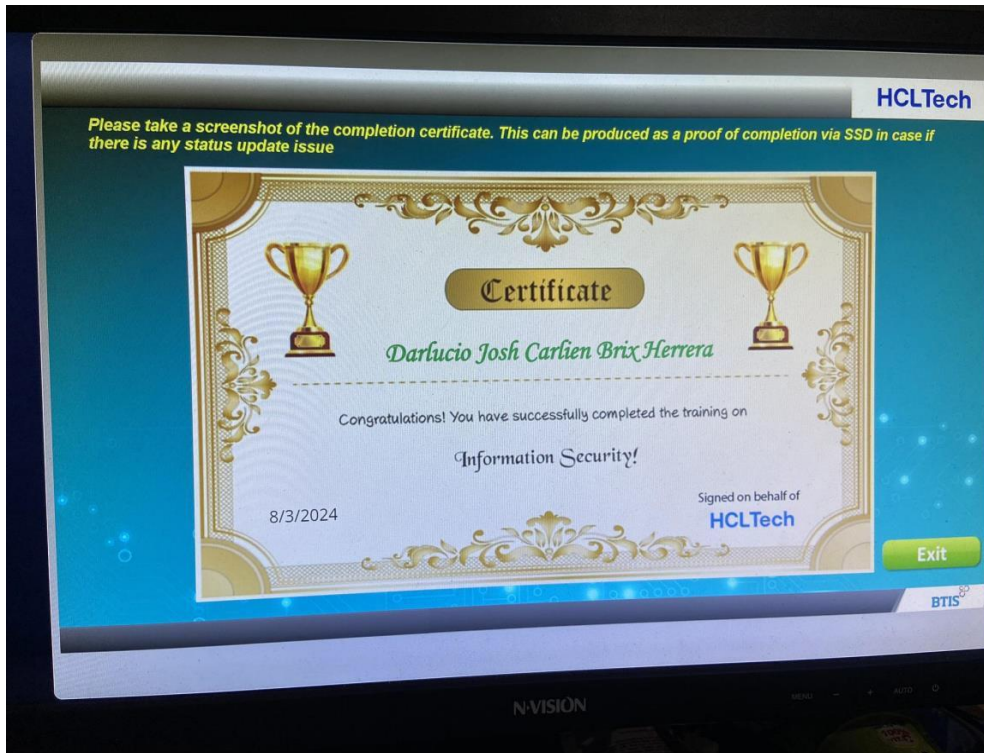
vSphere

KVM

Veeam backup and replication

NUC

## CERTIFICATION



## Certificate of Completion

HCLTech | Supercharging  
Progress™

**Josh Carlien Brix  
Darlucio**

has successfully completed the course

**CCNA 2020: Networking  
Components - NGFW, NGIPS, &  
Cisco DNA Center**

Cisco CCNA 2020

on November 2, 2023



# Certificate of Completion

HCLTech | Supercharging  
Progress™

## Josh Carlien Brix Darlucio

has successfully completed the course

### CCNA 2020: WLCs, Access Points, Servers, & Endpoints

Cisco CCNA 2020

on November 5, 2023



# Certificate of Completion

HCLTech | Supercharging  
Progress™

## Josh Carlien Brix Darlucio

has successfully completed the course

### CCNA 2020: Networking Components

Cisco CCNA 2020

on October 20, 2023



# Certificate of Completion

HCLTech | Supercharging  
Progress™

## Josh Carlien Brix Darlucio

has successfully completed the course

### ITIL® 4 Foundation: Introduction

ITIL®

on August 19, 2023



# Certificate of Completion

HCLTech | Supercharging  
Progress™

**Josh Carlien Brix  
Darlucio**

has successfully completed the course

**ITIL® 4 Foundation: Key  
Concepts of Service  
Management**

ITIL®

on August 19, 2023

