

DAÑGANAN, ADRIAN CHRIS CORONEL

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Career Objective:

A position that will allow me to use my skills and let me grow professionally.

EDUCATIONAL BACKGROUND

College:

School	: AMA Computer College Caloocan Campus
Course	: Bachelor's Degree in Information Technology

TRAINING EXPERIENCE

IT-SSE(System Support Engineer) Staff

September 5, 2007, to December 21, 2007 – AMA Computer College, CALOOCAN CITY
Developed Skills and to be familiar with PC Networking, Cabling, Installing Software Applications, and PC Troubleshooting.

JOB EXPERIENCE

Sr. Site Reliability Administrator – OpenText

February 2023 – July 2024

Provides second-level support on OpenText's cloud security services.

Assisting DevOps on application issues

Managing applications hosted in the cloud

Skills: Terraform · GitHub · Kubernetes · Cloud Administration · Cloud Management · Identity and Access Management (IAM) · Cloud Security · Amazon Web Services (AWS) · Cloud Infrastructure · Cloud Services · Linux · Python · Incident Management · Change Management · Problem Management · Zendesk

Technical Consultant III – Micro Focus

November 2020 – February 2023

Provides second-level support on Micro Focus's cloud security services.

Assisting DevOps on application issues

Managing applications hosted in the cloud

Skills: Terraform · GitHub · Kubernetes · Cloud Administration · Cloud Management · Identity and Access Management (IAM) · Cloud Security · Amazon Web Services (AWS) · Cloud Infrastructure · Cloud Services · Linux · Python · Incident Management · Change Management · Problem Management · Zendesk

Cloud Operations Engineer– Collabera

August 2019 – March 2020

Provides first-level support on Cloud Infrastructure issues and requests.

Preventing possible issues that may occur via automated alerts.

Managing resources in Azure and AWS

Provisioning, Decommissioning, and Configuring of IaaS and PaaS resources/instances

Skills: Puppet (Software) · Azure SQL · Azure Data Factory · Azure Data Lake · Azure Functions · Azure Databricks · Azure Cosmos DB · AWS CloudFormation · AWS Identity and Access Management (AWS IAM) · Communication · Customer Service · Cloud Administration · Cloud Management · Cloud Security · Microsoft Azure · Amazon Web Services (AWS) · Cloud Infrastructure · Cloud Services · Linux · Windows · Incident Management · Change Management · Problem Management · ServiceNow

IT Operations Analyst – Accenture

July 2015 – August 2019

Managing Active Directory, Microsoft Exchange, and SCCM.

Using ServiceNow as a ticketing system.

Using LogMeIn for remote support.

Skills: Server Migration · Cloud Migration · Office 365 Administration · Communication · Customer Service · Office 365 · Technical Support · Windows Server · Active Directory · Software Troubleshooting · SCCM · Microsoft Exchange · Bash Scripting · Incident Management · Change Management · Problem Management · ServiceNow

Cloud Security Engineer – Trend Micro Inc.

December 17, 2012 – June 2015

Provides Technical Support for Trend Micro's tightly integrated offering of content security products, services, and solutions powered by the innovative, in-the-cloud Trend Micro Smart Protection Network™ via different support channels – phone, email, and chat.

Using Siebel as a ticketing system.

Using LogMeIn for remote and chat support.
Skills: Communication · Customer Service · Technical Support · Cloud Security · Software Troubleshooting

Freelance – Technical Support

2008-2009

Setting up server requirements as per the company's request set-up include DNS, Active Directory, and DHCP.

BASIC INFORMATION

Nationality	: Filipino
Birth Date	: July 9, 1989
Birth Place	: Manila
Civil Status	: Married
Religion	: Catholic
Height	: 5' 6"
Weight	: 88 kg

I hereby certify that the above statements and information in this resume are entirely correct and complete to the best of my knowledge.



Adrian Chris C. Danganan