



# ARMANDO TAMPUS JR

NETWORK ENGINEER



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## PERSONAL DETAILS

**Date of Birth :** 20.04.1979

**Nationality :** Filipino

**Marital Status :** Married

**Visa :** Family Reunion Visa (Type D)

## EDUCATION

**Bachelor of Science in Electronics and Communications Engineering**

New Era University, Philippines  
1996 - 2001

**Registered Electronics and Communications Engineer**

Philippine Regulatory Commission  
License No. 26141  
April 2002 ECE Licensure Board

## CERTIFICATES

- **Cisco Certified Network Associate (CCNA)**, Cisco ID: CSCO13265746 | Oct 2018
- **AWS Cloud Practitioner**, Candidate ID: AWS01175865 | Dec 2019
- **Microsoft Azure Fundamental (AZ-900)**, Candidate ID: MS0991177719 | Nov 2021

## LANGUAGES

- English (Fluent)
- Tagalog (Native)
- German (Beginner)

## ABOUT ME

Experienced and certified Network and Automation Engineer with years of experience in network operations, technical support, and IT infrastructure and Data Centers. Skilled in network diagnostics, routing protocols, cloud fundamentals, and collaboration with international telecom providers. Self-motivated, detail-oriented, and capable of thriving in fast-paced environments.

## WORK EXPERIENCE

**Network Engineer II |  
Command Center**

**Mar 2017 - Jul 2025**

**Reed Elsevier Inc (RELX) | Quezon City, Philippines**

- Perform L1-L2 network troubleshooting: Ping, Telnet/SSH, traceroute, VLANs, SD-WAN, VPN, Bandwidth Utilization, Firewall Access, BIG F5 VIP (Virtual IP) connection.
- Monitor network and environmental conditions using various tools (Spectrum CA, SolarWind, Meraki, Cisco Manage. Juniper).
- Analyze BGP, OSPF, EIGRP, HSRP/VRRP, VRF, WVLAN, DNS configurations and firewall access (Palo Alto).
- Engage telecom providers (Lumen, AT&T, BT, etc.) for Network Outage /Voice/Video issues.
- Work with F5 Load Balancers, Cisco, Juniper, Meraki, Ubiquity routers/switches, and firewall policies.
- Created Automation Project to automate daily tasks using Power Automate, Phyton and Power BI.

**Tier 2 Technical Support  
Engineer**

**Feb 2008 - Mar 2017**

**Sykes Asia, Inc (AT&T) | Quezon City, Philippines**

- First point of contact for the account to resolve circuit issues, whether proactively detected or reactively called by customers.
- Monitors AT&T circuits through various monitoring tools and respond to the service interruption, impairment alerts and alarms escalated by the Local Helpdesk/NOCs.
- Log and Record reported incident and provide customer with a unique ticket number as reference in tracking status of the issue via AT&T Ticketing System.

## TECHNICAL SKILLS

- **Networking:** Cisco routers & switches, BGP, OSPF, EIGRP, MPLS, VLAN, VPN, SD-WAN, WVLAN
- **Security & Firewalls:** Palo Alto, ACLs, NAT, Firewall policy verification
- **Monitoring Tools:** ServiceNow, SolarWinds, Wireshark, Spectrum, custom NMS
- **Cloud & Infra:** AWS (basic), F5 BIG-IP Load Balancers, Ubiquity Devices, Meraki
- **Protocols:** TCP/IP, SNMP, VoIP, EIGRP, HSRP, VRF, VRRP
- **Tools:** Telnet/SSH, Traceroute, Log review, CPU/Memory diagnostics, Secure Terminal (SSH/Telnet)
- **Software:** Power Automate, Power BI, Python, Ansible, SQL

## REFERENCES

Available upon request.

- Assess priority of the incident and engage AT&T Support Group, either for Intrusive Testing, Device Replacement, and/or Technical Dispatch.
- Sending out timely notification alerts and updates that clearly communicate the reported incident and follow proper procedure stated by the Client within the Level 1 matrix.
- Perform analyzes and provide resolutions as quick as possible within the Client Service Level Agreement (SLA).

### Junior Technical Support Engineer

Feb 2006 - Mar 2008

#### Axis Global Technology I Manila, Philippines

- Investigated and resolved issues with Component A products (PC parts & peripherals).
- Lead Engineer for Inno3D and Western Digital products.
- Diagnosed hardware RMAs and generated technical reports.
- Assisted in compatibility testing and escalated hardware faults.

### Service Engineer

Jan 2004 - May 2006

#### Tensorex Industrial Corporation I Manila, Philippines

- Performed diagnostics and repairs for company products.
- Maintained LAN infrastructure and handled clerical, logistics, and field work duties.
- Produced technical and sales reports for management.

### Production Engineer

Jun 2002 - Oct 2003

#### Sharp Copier Inc. I Makati City, Philippines

- Performed diagnostics and repairs for company products.
- Maintained LAN infrastructure and handled clerical, logistics, and field work duties.
- Produced technical and sales reports for management.