

Justin Maanao

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Service oriented leader with passions for networking and server administration who aspires to maintain efficiency and security.

CAREER OBJECTIVE: Seeking an System/Network Administrator position to use my knowledge of customer service and support coupled with excellent IT skills to provide assistance and setup solutions to maintain a full IT infrastructure to aid in effective solutions.

KEY STRENGTHS

- Able to provide IT support for a variety of platforms with extreme flexibility to new and emerging solutions from backend maintenance to frontend support.
- Well versed in IT rollout and system upgrades including network and server management.
- Exceptional experience-service orientation to provide the best results and net the most content and efficient staff due to my history in service oriented jobs.
- Ability to effectively lead and promote efficiency amongst co-workers with a goal of efficient yet effective solutions and service.

EDUCATION

Academy for Classical Education -- Macon, GA | 2019

Ongoing BSc. Information Technology at Middle Georgia State University with a focus on Cybersecurity

Coursework: Networking Fundamentals -- Information Security Practices -- Cloud Infrastructure

CERTIFICATION

Hurricane Electric IPv6 SAGE | 2016

Lean Six Sigma White Belt | 2022

SKILLS AND KNOWLEDGE

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|--|------------------------------------|--------------------------------|
| • LAN Management | • Linux (RHEL, Debian) | • ConnectWise Manage |
| • Average Typing Speed
89wpm/447cpm | • Hosted Email | • Camera Replacement |
| • Peak Typing Speed
96wpm/480cpm | • Microsoft Office / G Suite | • DVR Install and Replacement |
| • VoIP | • Customer Service | • Network Setup and Management |
| • ManageEngine | • Firewall Monitoring | • NetBox |
| • Amazon Web Services | • Switch Management and Monitoring | • Zabbix |
| • Windows Administration | • Fortinet Switching | • PAR/Brink POS |
| • On-Prem Server Administration | • Fortigate Firewall | • MICROS POS |
| • VMWare ESXi Server Administration | • Netsurion Edge Hardware | • Fortinet SDWAN |
| | • NCR Aloha | • Aruba SDWAN |
| | • Xenial SICOM | • Static / BGP Routing |

WORK EXPERIENCE

DTO Analyst / Senior Network Engineer | Zaxby's Franchising LLC | Since August 2022

- Managed In-Store Network Stack Deployment, Monitoring, Management and Command
- Monitored Cloud Platform for constant uptime (Olo, AWS, Kubernetes, Amazon SNS, FreedomPay, Punchh)
- Deeper routing diagnostics and system maintenance via FortiGate, FortiManager, and FortiExtender
- Monitored and maintained virtual connections for ESXi servers pertaining to metric parsing and reporting for cloud and in-store infrastructure
- Resolved multiple crash and port-exhaustion issues with our Azure and AWS Infrastructure services
- Maintained stability and overhauled on-premises virtual and physical servers pertaining to downstream network architecture

QSR Support Technician | HonorBuilt | Since September 2021

- Provided remote support to Quick Service Restaurants.
- Monitored Firewall and Switches to ensure store uptime.
- Ensured customers left with issues resolved and felt taken care of.
- Maintained stability of cloud ticketing servers and remote access servers
- Stabilised multiple operational breaks on NCR on-premise POS servers.

IT Director / Shift Manager | DC5 Group / Chick-fil-A -- Macon, GA | 11/2019 - 09/2021

- Provided efficient store operation and routine IT support.
- Lead an effective team to break numerous car and profit records.
- Engaged in customer and team member support roles to find solutions and de-escalate situations.
- Performed well in an extremely fast paced and high-stress environment.

VOLUNTEER WORK

- Provided Leadership for HS Band Programs to Ensure Exceptional Results
- Long term (4+ yrs) IT support contributions for several IT providers including CFA Franchise, CBAccessRealty/CBSSK, and DryWarden Systems