

Einer John L. Cupino

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PROFILE

- IT professional with 7 years of working experience in software technology and IT project management.
- Strong experience in IT service management & system administration, and process automation.
- Project manager with 2 years of project and program management experience in application lifecycle management, site mobilization, divestment, and general high-profit IT operations projects.
- Adept in data analysis and presentation, stakeholder management and client engagement.
- Knowledgeable in programming languages such as C, C#, C++, Java, Linux, Python, SQL, MongoDB, VBA
- Skilled and experienced in Service Now Administration, Active Directory, System Center Configuration Manager (SCCM), Cisco VoIP, Access Control Lists, and Network Routing Protocols.
- Self-taught professional in graphic and motion design software such as Adobe Photoshop, Lightroom, Premiere Pro, and After Effects

WORK EXPERIENCE

#6	DXC Technology - Philippines	Manila, Philippines
	IT Project Manager - Downer Group (Australia / New Zealand)	2021 to 2022

- Led project planning, meetings, goalsetting, project milestones and completion plans, schedule maintenance and budgets for each project
- Managed resources and distribution of tasks to project team members as well as progress and performance
- Assessed proper action to account for risk management and presented project plans and strategies to deliver them on time
- Delivered project status reports and raised billing documents and timesheets for costs incurred to respective stakeholders with high accuracy
- Used IT project management tools such as ServiceNow, MS Project, and Visual Paradigm to maintain company ITIL standards and to track project progress.

Application Platform Remediation (APR) Program

- Managed the security hardening of more than 168 Downer applications across 2003/2008 VM's that were running Legacy Operating Systems and uplifted them to standard vendor supported status.
- Liaised with Azure, Network, Wintel, Unix, Solutions, Backup, Storage, Citrix Teams to deliver project within 8 months at a \$700,000+ budget with more than 30% profit margin
- Compiled more than 100 application datasheets for easier inventory collection and reporting
- Updated solution documents to deliver contain treatments via Windows GPO
- Coordinated with Downer application teams to schedule and place facility and server upgrades in lieu of security hardening

Downer Application and Lifecycle Management (ALM) Program

- Engaged Downer to operationalize an application lifecycle management approach for continuous management of its applications
- Prepared proposal engagement methods with assisting transition from Application Platform Remediation Program to ALM providing savings to Downer
- Streamlined current engagement methods into bundled service quotes to deliver more efficient processes and packages to the client
- Liaised with DXC technology infrastructure teams to deliver project with no specific amount but can be considered highly valuable as it paved the way for huge influx of projects to the account

PSaaS Governance and Training Project

- Managed resource allocation for Platform Security as a Service (PSaaS) Project
- Liaised with respective teams leads to deliver project within 12 weeks at a \$100,000+ budget with more than 25% profit margin

DXC Global Service Asset and Configuration Management (SACM) Rollout

- Managed the rollout of SACM X within Downer to assist with network and server infrastructure monitoring
- Liaised with SACM Global and Wintel Teams to deliver project within 12 weeks at a \$4,000+ budget with more than 30% profit margin

OS365 Transport Rules and Remediation Project

- Managed the review and remediation of OS365 transport rules within Downer and align with Microsoft recommendations to secure the environment
- Liaised with Security, OS 365, and Microsoft Teams to deliver project within 10 weeks at a \$20,000+ budget with more than 30% profit margin

Event Monitoring Update Project

- Assisted with deploying application monitoring agent and providing access to associated service accounts across Downer & Spotless.
- Liaised with Network, Wintel, Linux, Security Teams to deliver project within 16 weeks at a \$12,000+ budget
- Updated project and BAU processes for Spotless and Downer to ensure that both the auto discovery and event monitoring service accounts are provided access to all new devices installed

OCW Divestment Project (Karara and Cape Preston Mining Site)

- Liaised with Network, Wintel, Backup, Storage, Service Desk, Security Teams to deliver divestment project within 12 weeks at a \$43,000+ budget
- Collaborated with external company MACA to completely decommission mining site and have it ready for handover.
- Handled losses due to unfortunate flooding causing all equipment to be damaged and unusable but still putting project at more than 10% profit margin

Fortinet Bypass and Upgrade Project

- Managed Fortinet firewall bypass policy configuration via ISDB (Internet Services Database Solution)
- Liaised with MSS Firewall Team and Account Security Team to deliver project within 8 weeks at a \$17,000+ budget with more than 30% profit margin
- Collaborated with Fortinet for recommended best practice process for Fortinet firewall OS upgrades

Spotless Office Relocation Project

- Managed deployment and roll-out of Dell laptops to a hundred Spotless staff
- Delivered project on-time within 12 weeks at a budget of \$35,000+ with 15% savings to the client
- Collaborated with onsite engineers to deploy 190 desks at the relocation site complete with monitors, keyboards, port-replicators needed for hot-desking
- Liaised with external vendor for collection and re-appropriation of unused desktop hardware from old site saving \$10,000+ in budget allocation

Downer-Spotless Jump Host Relocation Project

- Liaised with Network, Security, Backup, Wintel Teams to provide jump host that will provide access to Spotless staff to support Downer RRK environment
- Handled onboarding of virtual servers to monitoring, tools, monthly billing

Skype for Business Certificate Renewal Project

- Liaised with MS O365, Wintel, Citrix Teams to implement Skype for Business certificate renewal in Spotless environment

MFAIS B2B Enablement for HCMT Project

- Liaised with Network and Unix Teams to maintain firewall and antivirus server changes.
- Worked closely with Citrix Team to provide Netscaler infrastructure changes required for B2B connectivity between Downer and their clients (MTM and Sydney Trains)

SolarWinds Servers Upgrade Project

- Worked with DXC Cloud Ops Team to deliver upgraded Azure virtual servers that can host up-to-date versions of Solarwinds application within 8 weeks at a low-cost of \$4,000+
- Handled onboarding of virtual servers to monitoring, tools, monthly billing

Kronos Rail Server Build Project

- Liaised with Wintel, Storage, Backup, Network engineering teams to build 2 servers on newly adapted MSV environment costing only about \$8,000+ to the client.
- Expedited server handover to client cutting down the general 2-week process down to 5 days
- Handled onboarding of virtual servers to monitoring, tools, monthly billing

Downer and Spotless Auto-Update Disable Project

- Managed implementation and setup of a GPO that ensures that DXC managed servers throughout Downer and Spotless undergo controlled system updates and not reboot without proper system approval

Downer Security Enhancement Project (Internal)

- Managed implementation and setup of a PowerShell script that enhances Downer's security with automatic password disablement

Rapid Deployment Kits (RDK) Deployment Project

- Managed implementation of 32 Radius profiles and IP allocations for 4G rapid deployment kits that allow immediate network connectivity for a Downer site mobilization activity
- Delivered expedited project request within 3 weeks

Brendale Asphalt Plant Mobilisation Project

- Handled the last leg of the project for UPS staging amounting to \$12,000+ and move to production status
- Worked with Service Desk and MS O365 Team on setting up Microsoft Teams Room for Brendale rooms

#5	DXC Technology - Philippines	Manila, Philippines
	IT Project Manager - Origin Energy (Australia)	2020 to 2021

ERP Project – Oracle to SAP data migration

- Supervised analysis of firewall / networking requirements required for connectivity operations
- Liaised with Storage team on provisioning necessary LUN disk space for migration
- Worked with Unix team on creating automated sync script to be used for Oracle data on SAP ERP (destination) and XFR test server (source).

Mt. Stuart Claroty Deployment Project

- Re-purposed physical hardware, support, warranty, spare requirements of the client
- Liaised with design architecture teams for ESXi host setup and server requirements.
- Managed implementation and setup of ESXi virtual infrastructure to host Claroty virtual machine
- Handled onboarding of ESXi host to monitoring, tools, CMDB update and monthly billing

Ladbroke Grove Claroty Deployment Project

- Re-purposed physical hardware, support, warranty, spare requirements of the client
- Liaised with design architecture teams for ESXi host setup and server requirements.
- Managed implementation and setup of ESXi virtual infrastructure to host Claroty virtual machine
- Handled onboarding of ESXi host to monitoring, tools, CMDB update and monthly billing

Decommission 3PAR, SAN Switch and Tape library - 321 Exhibition St

- Liaised with Backup, Storage, Wintel teams to decommission hardware devices specified by client
- Removed devices from ongoing monitoring, billing, backup and patching.
- Maintained support system for firewall removal, de-rack, and hardware device disposal

Upgrade SAP and Stand-up Uplift New DEV3 and QAS3

- Assisted with liaising AWS Teams for PI decommissions and shutdown for the last leg of the project

#4	Citibank N.A. ROHQ - Philippines	Manila, Philippines
	Assistant Manager - Software Management Services	2018 to 2020

- Managed tasks, schedules, and processes of a 24/7 global software delivery team of 20+ personnel from an operational standpoint.
- Inspected and maintained over 1,000 change requests a month and created process control manuals for tools such as ServiceNow utilized in production.
- Regulated vendor metrics and performance in accordance with company policies and expectations, assuring a 95% reliability score every quarter.
- Acted as ServiceNow administrator for global software delivery team, identified production issues and escalation processes accordingly in emergent situations such as planned maintenance or failure events.
- Performed ad hoc analysis on metrics (through ServiceNow 2.0) to identify any faults within the system and making provisions to avoid future occurrences

#3	Citibank N.A. ROHQ - Philippines	Manila, Philippines
	Infrastructure Analyst - Software Management Services	2018

- Performed mass deployments of packages software and security patches via Active Directory and SCCM to over 300,000 desktop / laptop / virtual environments across Citi
- Served as point of contact for outage events in global mass software deployments.
- Re-packaged third-party software to re-distributable MSI fit for Citi environment space using Visual Studio
- Developed automated software using Visual Basic for reading and analyzing KPI metrics on team performance and change request utilization; increasing efficiency and productivity by reducing hours spent on tasks down to seconds.
- Ensured the overall technical infrastructure in Citrix and VMWare environments (software delivery & end user related) - remains operational day in & day out

#2	Citibank N.A. ROHQ - Philippines	Manila, Philippines
	Global Graduate Analyst - Software Management Services	2017

- Implemented and delivered mandatory business specific applications and security patches using HP Radia and SCCM, keeping reliability score to 95% or above.
- Ensured appropriate approvals are in place prior to deployment in accordance with ITIL and company framework standards.
- Developed automated reporting and decision-making tools using Visual Basic and .NET for mass software delivery processes; increasing efficiency and productivity by reducing hours spent on tasks down to seconds.

#1	Citibank N.A. ROHQ - Philippines	Manila, Philippines
	Global Graduate Analyst - Business Operations	2016 to 2017

- Groomed in the Graduate Analyst Program to become a high-caliber professional that would fill strategic entry-level roles in the company.
- Equipped with business acumen and professional development trainings such as ITILv3 Foundation, IT Project Management, Toastmasters Public Speaking, and Citi Lean.
- Provided cross-functional support and delivered high quality services while improving skill set acquired from various Citi IT Infrastructure teams
- Developed automated software using Visual Basic for Site Governance team that increased efficiency on the laptop optimization initiative by reducing hours spent on tasks down to seconds

EDUCATION & PROFESSIONAL DEVELOPMENT

Centennial College	Toronto, Ontario
Advanced Diploma in Software Engineering	2022 to 2024

MISNET Education, Inc.	Manila, Philippines
Microsoft SCCM Administration	2018

Axelos Global Best Practices	Manila, Philippines
ITIL V3 Foundations	2018

Rivan IT Training Systems Corp.	Manila, Philippines
Cisco Certified Network Associate (CCNA) Course 200-120	2014 to 2015

De La Salle University – Manila	Manila, Philippines
Bachelor of Science Degree in Electronics and Communications Engineering	2009 to 2014