

# Sherwin Laconsay

Network Analyst | NOC Engineer

## CONTACT

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## EDUCATION & CERTIFICATES

NOVA SCOTIA COMMUNITY COLLEGE  
Diploma in IT Systems Management & Security  
(On-going)

ROGATIONIST COLLEGE, PHILIPPINES  
BS in Electronics Engineering  
2014

Cisco  
CCNA | ID No. CSC012726641  
2015 – 2018

## SKILLS

- ✓ NETWORK OPERATION
  - Change Requests Management
  - Fault Ticket Handling
  - Root Cause Analysis
  - Domestic Fiber Optic Network
  - Access & Core Network
  - NMS & OSS
- ✓ DATA HANDLING & AUTOMATION
  - Python
  - MS Power Automate
  - MySQL
  - Excel
  - PowerBi
  - Tableau
- ✓ SYSTEMS ADMINISTRATION
  - Windows (Client and Server)
  - Linux (Server)
  - VirtualBox
- ✓ SECURITY
  - Firewall Configurations
  - Basic Penetration Testing

## PROFESSIONAL SUMMARY

I am a proficient Network Analyst with a strong passion for ICT, automation, and network operations. My experience includes multitasking, network change management, troubleshooting, report and process automation, data collection, and visualization. I consistently achieve and exceed performance targets while fostering a positive and collaborative work environment.

## EXPERIENCE

PLDT INC. – Metro Manila, Philippines

**Senior Network Performance Analyst (NOC)**, Oct 2015 – Apr 2023

- Managed network changes for PLDT's Domestic and International network, ensuring compliance and minimizing customer issues.
- Processed over 6,000 change request tickets annually, covering various aspects like capacity management and network operability.
- Investigated 70,000 network outage tickets yearly using advanced tools to improve KPI projections.
- Used OSS and NMS tools for efficient network monitoring and incident handling.
- Developed automated KPI reports and dashboards using Python, Tableau, and Microsoft tools.
- Addressed stakeholder inquiries promptly to ensure customer satisfaction.
- Provided critical support in a 24/7 Network Operations Center for uninterrupted network functioning.

PLDT INC. – Metro Manila, Philippines

**Assistant Project Engineer**, Jan 2014 – June 2015

- Collaborated with PLDT project engineers on product type approval, proof of concept (POC), and acceptance testing.
- Evaluated procured hardware, such as Fiber Optic Cables, OLT modems, DSL, and VDSL modems, and network test equipment with comprehensive test cases and analysis of specifications.
- Generated detailed reports with valuable insights from testing data for decision-making.