

# ***Gwee Ting Fong***

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## **Profile**

- Singaporean Citizenship
- Easy to get along, able to work individually or in a team environment
- Fast learner, willing and interested to learn new IT skills and technologies required for work and improve technical competency to keep up with the upcoming trends in IT
- Fluent in English and Chinese
- Experienced in managing network infrastructure, troubleshooting network issues and proven track record in implementing network projects

## **Education**

- **Bachelor of Information Technology and Systems (2006-2008)**

Major in Application Development and Networks

Faculty of Information Technology, Monash University

Australia

Member of the Golden Key International Honors Society. (<http://www.goldenkey.org>)

Membership No: 5058228

- **Diploma in Information Technology (1999-2002)**  
School of Information Technology, Nanyang Polytechnic
- **GCE 'O' Levels (1995-1998), Serangoon Garden Secondary School, Singapore**
- **PSLE (1989 – 1994), Parry Primary School, Singapore**

## **Certifications**

- **Microsoft Certified Systems Engineer (MCSE) in Windows Server 2003 (2005)**
- **Cisco Certified Network Associate (CCNA) (2006) (Renewed till 2021)**
- **Cisco Certified Network Professional (CCNP) (2015) (Renewed till 2021)**
- **Cisco Certified Network Associate: Security (2016) (Renewed till 2021)**
- **Citrix Certified Administrator (XenApp 6.5) (2013)**
- **Juniper Networks Certified Associate – Junos (JNCIA-Junos) (2017)**
- **Juniper Network Certified Specialist Security (JNCIS-SEC) (2017)**
- **Palo Alto Certified Network Security Engineer (PCNSE) (2020)**
- **Fortinet 6.2 NSE4 (2020)**
- **ITILv3 Foundation Certified (2018)**

## **Core Skill sets**

### **Operating Systems:**

10+ years of experience with support and administration of  
Windows OS  
Mac OS X  
Basic Linux Knowledge  
Microsoft Office Suite

### **Networking and Server Infrastructure Support and Administration:**

6+ years of experience in configuration, administration and troubleshooting of

- Cisco/Juniper/Alcatel Routing and Switching
- Cisco Nexus equipment (Cisco Datacenter Technologies)
- Cisco ASA firewall / Juniper SRX firewall / Checkpoint firewall / Palo Alto Firewall / Fortinet Firewall
- Cisco/Alcatel wireless WLC and AP
- Monitoring of Network infrastructure using monitoring tools like PRTG and SolarWinds

5+ years of experience in

- Microsoft Windows Server Infrastructure (AD, DNS, Group Policy) and Wintel Server
- Troubleshooting hardware and software issues for end users (Provide End User desktop support, L2/3 Server and Network support)
- Server & Network Infrastructure Setup (Datacenter planning and rack and stack setup, Setup and Configuration of Windows Server)

3+ years of experience in Virtualization Technologies / SAN / Miscellaneous

- VMware vSphere 5.1-5.5, Citrix XenApp 6.5, MS HyperV
- Installation/Administration of HP, EMC, HDS SAN Storages and Brocade SAN switches / Cisco MDS SAN switches
- Symantec Backup Exec, Acronis TrueImage, Symantec Endpoint Protection, Trend Micro OfficeScan

Currently self-learning with focus on Networking area (Cisco DC/Security/SP, SD technologies) and Cloud (AWS/Azure)

## Working Experience

### NTT Solution Singapore (Formerly Dimension Data SGP)

#### Network Engineer

Aug 2017

- Assigned to the team that supports DSTA and MINDEF's uptime of network infrastructure throughout various parts of Singapore and to implement DSTA/Mindef network projects
- Responsible for attending to fault calls logged to ensure swift recovery and maximum uptime for DSTA's network infrastructure. Ensure tickets are resolved successfully and meet SLA requirements
- Perform troubleshooting for various networking equipments and firewall to resolve issue and open TAC case with vendor when necessary to achieve ticket closure
- Responsible for the onsite implementation and configuration of various network equipment required for projects as a post-sales network engineer. Handle projects with PM and third party vendors to ensure project completion on time and meet the client requirements
- Perform proper documentation of implemented projects for handover to client
- Worked with a wide range of different brands/vendors for network equipment, including Alcatel, Cisco, Juniper, Checkpoint, Palo Alto, Fortinet, F5 for routers/switches/firewalls/wireless implementation
- Some projects that was successfully implemented includes
  - Setting up of Alcatel switch and WLC/APs, Juniper firewall for internet access at one of the DSTA remote site
  - Setting up of Alcatel 6900 switches at DSTA DC for their network enhancement project
  - Setting up of Checkpoint/Fortinet/Palo Alto firewalls for various miscellaneous DSTA projects (include OS upgrade, configurations, IPSEC VPN, HA, firewall policy implementation etc)
  - Setting up of Juniper firewall and switches for new network setup at 2 MINDEF camps for their classified network
  - Setting up of 2 Cisco ASR router with BGP routing and HSRP redundancy for ISP redundancy
  - Perform network tech refresh for replacement of EOL Cisco switches at various MINDEF camps throughout Singapore
- Helped the team to achieve SLA requirement and high customer satisfaction for successful project completion and fault resolution

**Telstra International  
Network Engineer  
Jan 2016 – June 2017**

- Assist in Telstra's ongoing network migration and consolidation project
- Preparing configurations settings for various Cisco and Juniper switches/routers to migrate existing customers' Internet and IPVPN circuits from existing Pacific Internet infrastructure to Telstra network infrastructure
- Liaising with project managers and performing configuration changes on routers/switches for customers' internet and IPVPN circuits on scheduled day and timing. Perform testing to ensure migration work is successful
- Troubleshooting of network issues encountered in network circuit migrations
- Documentation of migration changes in Telstra database system.
- Successfully completed Indonesia, Japan, Korea circuits migration project

**Mediterranean Shipping Company Asia Singapore  
Infrastructure Executive (Network)  
Jan 2015 – Dec 2015**

- Part of the Infrastructure team of the MSC IS Department
- Provide support to end users in MSC Singapore, Agency Office and various regional offices
- Administration and support of Network infrastructure in MSC SG Offices and DR site
- Primary job responsibilities are:
  - 2<sup>nd</sup> level end user support (2<sup>nd</sup> level issue escalated by Helpdesk),
  - Administration, Support, Monitoring of the Network Infrastructure in MSC
    - Cisco/Juniper Network Switches/Routers,
    - Checkpoint firewall
    - Cisco Wireless Infrastructure (WLC/AP)
    - Monitoring the overall MSC Network Infrastructure and WAN links along with Network Bandwidth Utilisation using monitoring tools
    - Optimisation of routing and network performance
  - Various type of server administration/support (VMware, Windows Server, Proxy server, AV Server)
  - Project Management and Implementation (Project scheduling, seeking and liaising with 3rd party vendor, getting quotations/approvals, performing project implementation)
  - Completed Checkpoint FW and Trend Micro AV server upgrade projects

**SCSK Asia Pacific (Formerly Sumisho Computer Systems SCS)**  
**Senior IT Solutions Engineer**  
**May 2011 – Dec 2014**

- Working in Infrastructure team of the SCAS IT Department
- Working in tandem with User support team to provide support to users in SCAS and region offices
- Primary job responsibilities are:
  - Dealing with 2nd level end user IT issues escalated by User support team
  - Provide day to day IT Support for SCAS and its group companies in Singapore (PC hardware & profile setup / Conference support / troubleshooting / arranging onsite support with vendor)
  - Administration and Maintenance of Windows Servers Infrastructure and Cisco/Juniper Network equipment in SCAS office and at its regional Datacentre.
  - Project management and implementation (Project scheduling, liaising with 3rd party vendor/SI/SCAS Japan IT, getting quotations/approvals, performing implementation of server/network environment)
    - Major projects completed
      - Setting up new IT infrastructure in new regional office (Myanmar)
      - Large scale software package deployments to Singapore and regional offices
      - Responsible for creating standardized PC image for use by all offices
      - DR site setup/relocation
      - Rack, Server and SAN storage setup in datacentre
  - Provide regional support for users in SCAS's regional offices in Asia (Indonesia, Thailand, Philippines, Malaysia, Vietnam, India, Bangladesh, Pakistan, Cambodia, Laos, Myanmar).
    - Job scope include troubleshooting (email, phone and remote support), system implementation and support for regional office's IT infrastructure and day to day IT operation
- Gained good experience in providing regional support and getting regional exposure with people from various countries in APAC region