JERIC DELA CRUZ

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🏠 Paranaque City, 1700 Philippines

SKILLS

- Network Planning and Configuration
- Global Client Support
- Project Management
- Security and Compliance
- Documentation and Training
- Virtualization Mastery
- WordPress Management
- Windows Server Management
- Continuous Learning and Adaptability
- Python Programming
- Troubleshooting Expertise

LANGUAGES

- ENGLISH
- TAGALOG
- VISAYAN

HOBBIES

- Online Course and Certifications
- Home Lab Setup and Experimentation
- Open-Source Contribution
- Freelance or Personal Projects
- Attending Webinars
- Vlogging
- Home Automation and Smart Home Projects

SUMMARY

Experienced professional with 9+ years of success in Network Planning, Windows Server Management, Virtualization, WordPress, and Python Programming. Adept at designing and optimizing network architectures, configuring server environments, and providing exceptional global client support. Proficient in troubleshooting complex issues, implementing security measures, and leading projects to completion. Skilled in Python scripting for automation and data analysis. Strong communicator and documentation specialist committed to continuous learning and innovation.

CERTIFICATION

- CCNA Certified
- Data Protection Officer Certified.
- NSE-L1 Network Security Associate Certified by Fortinet Academy
- NSE-L2 Network Security Associate Certified by Fortinet Academy
- NSE-L4 Network Security Associate Certified by Fortinet Academy
- Service Delivery Training Certified by Business Academy
- Customer Service Excellence Certified.
- Computer System Servicing Certified NCII
- MERN STACK Certified by Udemy

EDUCATION

MINDANAO STATE UNIVERSITY IIT – ILIGAN
Bachelor of Science in Information Technology
Graduated Batch of 2012-2013

SEMINARS AND TRAININGS

- Azure Networking – Microsoft, Virtual Session Dec 7 2022Azure Networking – Microsoft, Virtual Session Dec 7 2022

- Customer Service Professional Training – Business Academy, Philippines, October 26, 2022

- INFRASTRUCTURE MODERNIZATION THROUGH CLOUD COMPUTING – Sagesoft, Philippines, September 30 2022

- Mikrotik RouterOS v7 Layer 3 Deep Dive – Architechs, Minnesota USA, September 16 2022

- Zoholics Philippines – Zoho Developers – Makati Philippines, September 9 2022

- SAP Business One Performed by Mustard Seed Corporation/Cloud Storage/ NAS / Antivirus Protection at Shangri La Hotel.

- Computer System Servicing with Tesda Certification Performed by MCtechnologies at Batangas City.

- Networking like a Boss (cisco event) performed by PLDT at F1 Hotel Taguig City 7th of May 2019.

- 4th Digital Transformation & IT Security Strategy Meeting performed by Digital Transformation manila at The Shangri- La The Fort, Manila, Philippines, 6th of November 2019.

- CCTV Security at Moa Pasay City.

EXPERIENCE

L3 Support Incident Manager
CloudCover IT, California, USA
December 2023 – Present

- Facilitated prompt resolution of critical incidents, ensuring minimal service disruption and high availability of cloud services.
- Implemented strategies to optimize service performance and reliability, enhancing customer satisfaction and retention.
- Led incident management efforts, coordinating with cross-functional teams to restore services and mitigate impact effectively.
- Implemented process improvements and automation initiatives to streamline incident response and enhance operational efficiency.
- Collaborated closely with clients to understand their needs and address technical challenges, fostering strong client relationships and loyalty.
- Ensured adherence to SLAs by meeting response and resolution targets consistently, maintaining service quality and reliability.
- Maintained comprehensive documentation of incidents and resolutions, facilitating knowledge sharing and continuous learning within the team.
- Implemented proactive monitoring solutions to detect and address potential issues before they escalate, minimizing service interruptions and downtime.
- Worked closely with vendors and partners to troubleshoot issues and implement solutions, ensuring timely resolution and minimal impact on service delivery.
- Provided training and mentorship to junior team members, fostering their professional growth and development within the organization.
- Prioritized customer satisfaction and feedback, implementing initiatives to improve service quality and exceed customer expectations.

Wireless Network Engineer
GigFire, Minnesota, USA
April 2022 – November 2023

- Proficient in designing, deploying, and optimizing wireless networks to ensure seamless connectivity and optimal performance for clients.
- Experienced in conducting comprehensive RF surveys and site assessments to identify optimal placement of access points and mitigate interference for maximum coverage and reliability.
- Skilled in implementing robust security measures for wireless networks, including WPA2/WPA3 encryption, VLAN segmentation, and rogue AP detection, to safeguard against unauthorized access and data breaches.
- Proven ability to fine-tune wireless network settings and configurations to optimize performance, minimize latency, and enhance user experience, resulting in improved network efficiency and productivity.
- Adept at diagnosing and resolving complex wireless network issues, including coverage gaps, interference, and connectivity issues, using tools such as Wireshark and spectrum analyzers to identify root causes and implement effective solutions.
- Familiarity with emerging wireless technologies such as Wi-Fi 6 (802.11ax), 5G, and IoT connectivity, with a focus on integrating these technologies into existing network infrastructure to support future scalability and innovation.
- Experience working with wireless equipment vendors and service providers to evaluate products, negotiate contracts, and coordinate installations, ensuring timely delivery of solutions that meet client requirements and expectations.
- Committed to staying abreast of industry trends and best practices in wireless networking through ongoing training and certification programs, including Cisco CCNA Wireless and CWNP certifications, to enhance skills and expertise in the field

Network and Security Specialist
IBM, Makati, Metro Manila
June 2018 - April 2022

- Spearheaded the design and implementation of intricate firewall routing policies, ensuring robust network security while optimizing data traffic flow.
- Implemented cutting-edge security protocols, including intrusion detection systems (IDS) and intrusion prevention systems (IPS), enhancing network defense against cyber threats.
- Led successful efforts to identify and neutralize potential security threats, conducting thorough analyses of vulnerabilities and deploying countermeasures promptly.
- Pioneered the adoption of Zero Trust principles, redefining network access policies and bolstering security by enforcing strict identity verification and least privilege access.
- Orchestrated efficient incident response protocols, swiftly containing and mitigating security breaches to minimize impact and maintain data integrity.
- Leveraged in-depth knowledge of firewall technologies to fine-tune rule sets, resulting in a 70% improvement in network performance without compromising security.
- Executed comprehensive security audits, ensuring adherence to industry standards and regulatory requirements while proactively identifying and addressing potential vulnerabilities.
- Conducted rigorous penetration tests to simulate real-world attacks, identifying weak points and implementing robust solutions to fortify network resilience.
- Secure Remote Access Solutions: Designed and implemented secure remote access solutions, allowing authorized users to connect seamlessly while maintaining stringent security controls.
- Spearheaded workshops to enhance employee awareness of security best practices, reducing the risk of social engineering attacks and fostering a culture of cybersecurity
- Kept abreast of evolving cyber threats and emerging security trends, implementing preemptive measures to defend against zero-day vulnerabilities.
- Cultivated strong partnerships with security solution vendors, optimizing support and leveraging the latest tools to enhance network defense strategies.

EXPERIENCE

IT Network Specialist
DOIT Security, California, USA
Nov 2017 - April 2018

- Led successful efforts to identify and neutralize potential security threats, conducting thorough analyses of vulnerabilities and deploying countermeasures promptly.

- Pioneered the adoption of Zero Trust principles, redefining network access policies and bolstering security by enforcing strict identity verification and least privilege access.

- High Availability Setup: Designed and implemented high-availability configurations for key systems, minimizing downtime and ensuring continuous availability of services.

- Leveraged in-depth knowledge of firewall technologies to fine-tune rule sets, resulting in a 70% improvement in network performance without compromising security.

- Security Enhancements: Implemented stringent security measures for servers and POS systems, including regular patching, intrusion detection, and access controls, fortifying data protection and regulatory compliance.

- Adept at diagnosing and resolving network issues, including connectivity issues, performance bottlenecks, and security breaches, utilizing troubleshooting methodologies and tools to minimize downtime and disruption.

- Experience working with network equipment vendors and service providers to evaluate products, negotiate contracts, and coordinate installations and maintenance activities, ensuring alignment with organizational objectives and budgetary constraints.

- Knowledgeable in deploying and managing wireless networks, including access point placement, RF optimization, and security configurations, to provide seamless connectivity for users across diverse environments.

- Inventory Management Integration: Successfully integrated POS systems with inventory management software, optimizing stock control and inventory accuracy for streamlined operations.

- Remote Monitoring: Implemented remote monitoring tools to proactively detect and address potential issues, ensuring preemptive actions and minimizing service interruptions.

- Compliance Adherence: Ensured adherence to relevant industry regulations, including data privacy standards, by implementing appropriate security measures and documentation.

IT Support Staff
Perry's Group of Companies, Paranaque, Philippines
March 2016- August 2017

- Desktop and Laptop Support: Provided expert technical assistance for desktop and laptop systems, diagnosing and resolving hardware and software issues promptly to minimize user downtime.

- Remote Assistance: Demonstrated exceptional remote troubleshooting skills, efficiently resolving technical problems for remote users through clear communication and remote desktop tools.

- Windows Server Management: Proficiently managed and maintained Windows Server environments, including Active Directory, DNS, DHCP, and Group Policy settings, ensuring reliable and secure network operations.

- Mobile Device Management: Successfully implemented and managed mobile device management solutions, ensuring secure access to company resources while maintaining data integrity.

- Hardware and Software Upgrades: Strategically planned and executed hardware and software upgrades, enhancing system performance, and ensuring compatibility with the latest technologies.

- User Training and Guidance: Delivered user training sessions and created user-friendly documentation, empowering employees to effectively use technology tools and minimize common issues.

- Software Deployment: Skillfully deployed and managed software applications using automated deployment tools, ensuring consistent software configurations across the organization.

EXPERIENCE

Sales Technical Executive
Asia Tech Control; Systems, Makati, Philippines
Jan 2015- Jan 2016

- **Desktop and Laptop Support**: Provided expert technical assistance for desktop and laptop systems, diagnosing and resolving hardware and software issues promptly to minimize user downtime.

- **Client Relationship Building**: Built strong relationships with clients by actively listening to their requirements, understanding their concerns, and offering tailored technical solutions that met their needs.

- **Detailed Product Knowledge**: Demonstrated in-depth understanding of security hardware products, enabling clear communication of product features, benefits, and technical specifications to clients.

- **Technical Consultation**: Offered consultative technical advice to clients during the sales process, ensuring they made informed decisions that aligned with their security requirements.

- **Problem Resolution:** Effectively resolved technical issues raised by clients, diagnosing problems with CCTV and door access systems, and providing step-by-step guidance for troubleshooting.

- **Customization Solutions**: Collaborated with clients to customize security solutions based on their specific needs, ensuring optimal integration of CCTV and door access systems within their environments.

- **Product Demonstrations**: Conducted comprehensive product demonstrations, showcasing the functionality and ease of use of security hardware, resulting in increased client confidence and sales.

- **Training and Onboarding**: Provided clients with training on operating and maintaining security hardware, empowering them to maximize the benefits of their purchased systems.

- **Coordination with Technical Teams**: Acted as a liaison between clients and technical teams, effectively communicating client requirements and feedback to ensure successful implementation.

- **Technical Documentation**: Created and shared technical documentation and user guides, enhancing client understanding and ensuring smooth operation of security hardware.

- **Continuous Learning:** Kept up-to-date with advancements in security technology, staying informed about the latest features, trends, and best practices to better advise clients.

- **Upselling Opportunities**: Identified opportunities to upsell and cross-sell additional security hardware solutions to clients based on their evolving needs and requirements.

I HEREBY CERTIFY that the information provided in this form is complete, true, and correct to the best of my knowledge.

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Applicant Signature