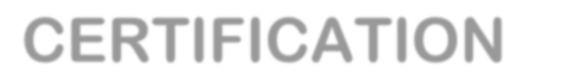
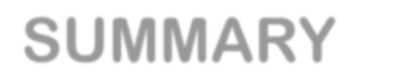
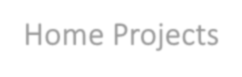
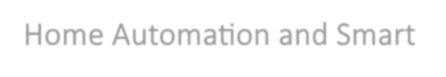
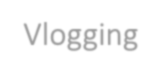
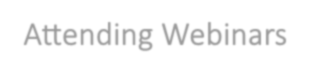
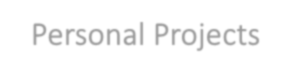
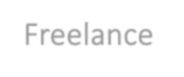
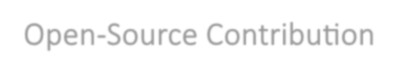
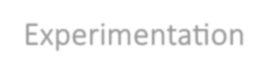
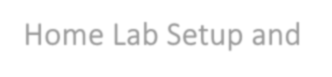
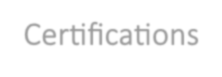
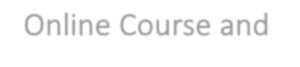
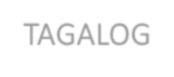
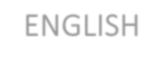
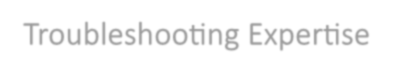
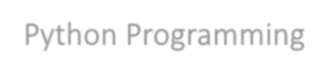
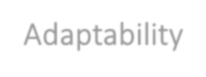
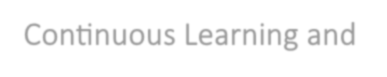
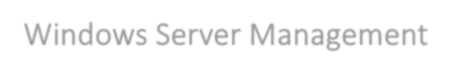
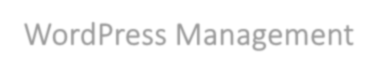
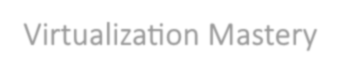
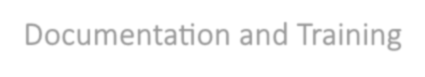
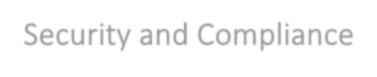
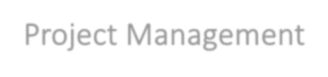
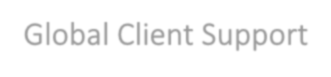
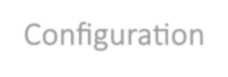
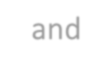
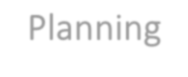
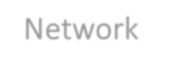
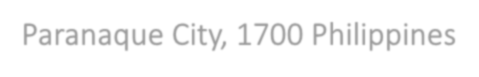
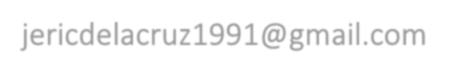
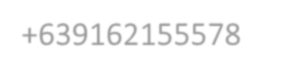
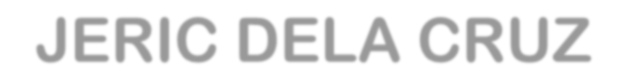
# SUMMARY



JERIC DELA CRUZ

+639162155578

[jericdelacruz1991@gmail.com](mailto:jericdelacruz1991@gmail.com) 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

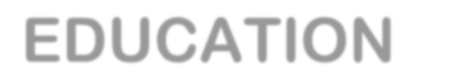
HOBBIES

* 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

Experienced professional with 8+ 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

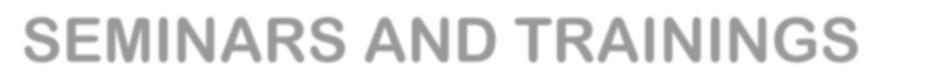
* + CCNA Certified
  + Data Protection Officer Certified.
  + NSE-L1 Network Security Associate Certified by Fortinet Academy
  + NSE-L2 Network Security Associate Certified by Fortinet Academy
  + NSE-L4 Network Security Associate Certified by Fortinet Academy
  + Service Delivery Training Certified 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



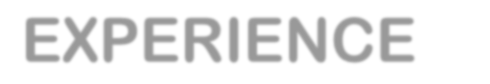
SEMINARS AND TRAININGS

* + 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



### NOC Engineer

LTD BROADBAND, Minnesota, USA April 5, 2022 - Present

* **Proactive Incident Management**: Spearheaded the swift resolution of critical network incidents, reducing downtime by 80% and maintaining optimal system performance.
* **24/7 Network Monitoring**: Played a pivotal role in monitoring network health around the clock, ensuring uninterrupted operations and minimizing potential disruptions.
* **Rapid Troubleshooting**: Demonstrated proficiency in quickly diagnosing and resolving complex network issues, consistently meeting or exceeding SLA targets.
* **Root Cause Analysis**: Led root cause analysis efforts for recurring issues, identifying underlying problems and implementing preventive measures to enhance system stability.
* **Automation Implementation**: Innovated by introducing automation scripts for routine tasks, streamlining operations, and reducing manual intervention by 60%.
* **Collaborative Team Player**: Collaborated seamlessly with cross-functional teams, including software developers and system administrators, to facilitate smooth incident resolution.
* **Network Optimization**: Leveraged in-depth understanding of network protocols to optimize traffic flow, enhancing overall network speed and responsiveness.
* **Documentation Excellence**: Maintained meticulous documentation of incidents, troubleshooting procedures, and network configurations, enabling efficient knowledge sharing.
* **Emergency Response Coordination**: Effectively coordinated responses during critical incidents, providing clear communication and guidance to on-call teams for efficient problem resolution.
* **Vendor Relationship Management**: Fostered strong relationships with equipment vendors and service providers, expediting hardware replacement and technical support when needed.
* **Continuous Learning Advocate**: Actively pursued ongoing training in emerging network technologies and industry best practices, contributing to the team's adaptability and growth.
* **Performance Metrics Improvement**: Enhanced NOC performance by analyzing metrics and refining processes, resulting in a 40% reduction in incident response time.

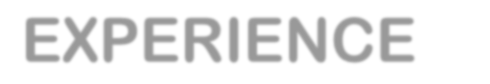
### Network and Security Specialist

IBM, Makati, Metro Manila June 2018 - April 2022

* **Firewall Configuration Expertise**: Spearheaded the design and implementation of intricate firewall routing policies, ensuring robust network security while optimizing data traffic flow.
* **Advanced Security Measures**: Implemented cutting-edge security protocols, including intrusion detection systems (IDS) and intrusion prevention systems (IPS), enhancing network defense against cyber threats.
* **Threat Mitigation Leadership**: Led successful efforts to identify and neutralize potential security threats, conducting thorough analyses of vulnerabilities and deploying countermeasures promptly.
* **Zero Trust Architecture**: Pioneered the adoption of Zero Trust principles, redefining network access policies and bolstering security by enforcing strict identity verification and least privilege access.
* **Incident Response Management**: Orchestrated efficient incident response protocols, swiftly containing and mitigating security breaches to minimize impact and maintain data integrity.
* **Firewall Optimization**: Leveraged in-depth knowledge of firewall technologies to fine-tune rule sets, resulting in a X% improvement in network performance without compromising security.
* **Security Auditing and Compliance**: Executed comprehensive security audits, ensuring adherence to industry standards and regulatory requirements while proactively identifying and addressing potential vulnerabilities.
* **Network Penetration Testing**: 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.
* **Security Awareness Training**: Spearheaded workshops to enhance employee awareness of security best practices, reducing the risk of social engineering attacks and fostering a culture of cybersecurity.
* **Emerging Threat Monitoring**: Kept abreast of evolving cyber threats and emerging security trends, implementing preemptive measures to defend against zero-day vulnerabilities.
* **Vendor Relationship Management**: Cultivated strong partnerships with security solution vendors, optimizing support and leveraging the latest tools to enhance network defense strategies.

# EXPERIENCE

### System Administrator



Puregold Price Club, Paranaque, Philippines Nov 2017 - April 2018

* + Linux Server Management: Spearheaded the successful management of a robust fleet of Linux servers, ensuring uninterrupted operations and optimal performance of critical applications.
  + POS System Expertise: Orchestrated the deployment, configuration, and maintenance of Point of Sale (POS) machines, enabling seamless transactions and efficient customer experiences within a high-volume supermarket environment.
  + High Availability Setup: Designed and implemented high-availability configurations for key systems, minimizing downtime and ensuring continuous availability of services.
  + Performance Optimization: Utilized advanced tuning techniques to fine-tune Linux servers and POS machines, resulting in a X% improvement in overall system response time. Performance Optimization: Utilized advanced tuning techniques to fine-tune Linux servers and POS machines, resulting in a X% improvement in overall system response time.
  + 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.
  + Backup and Disaster Recovery: Established robust backup and disaster recovery strategies, facilitating rapid data restoration, and minimizing the impact of potential outages.
  + Efficient Troubleshooting: Demonstrated proficiency in diagnosing and resolving complex technical issues promptly, reducing system downtime and maintaining smooth operations.
  + Vendor Coordination: Collaborated closely with vendors to ensure timely hardware repairs, software updates, and technical support, minimizing disruptions to supermarket operations.
  + 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.
  + User Training and Support: Provided thorough training to supermarket staff on POS system usage and basic troubleshooting, enhancing employee competence and reducing operational hiccups.
  + Compliance Adherence: Ensured adherence to relevant industry regulations, including data privacy standards, by implementing appropriate security measures and documentation.

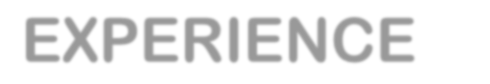
### IT Support Staff

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.

Applicant Signature

