

# Justin Carl C. Reyes

*System Administrator /  
Network Engineer / IT  
Administrator*

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## Overview

Dynamic IT professional with 2+ years of experience in an IT Support and System Administration role, skilled in managing secure and efficient enterprise infrastructure. Proven ability to provide first-level support to clients and internal teams, diagnose complex issues, and implement system maintenance and security protocols. Expertise in Windows, macOS, Linux, networking, and virtualization. Seeking to leverage strong troubleshooting and documentation skills to ensure smooth operations and support in a fast-paced environment.

## Technical Skills

### Operating Systems

Windows, macOS and Linux

### Networking/Security

TCP/IP, DNS, VPNs, Mikrotik Switches/Routers, Firewall & VPN Access, LDAP, Passbolt

### Cloud/Virtualization

AWS, Microsoft Azure, VMware ESXi, Proxmox, Docker Desktop, Active Directory, Synology NAS

## Experience

**IT Administrator**, Titus Global-Tech Inc. 📍

2024/11 – Present | Clark City, Philippines

- **Technical & User Support:** Serve as the primary contact, providing first-level support via email, WhatsApp, MS Teams and remote desktop for complex software, hardware, and network-related issues, resolving them in a timely manner.
- **System Maintenance & Configuration:** Oversee the setup, configuration, and maintenance of company systems, including VMware ESXi and Proxmox servers and virtual machines, ensuring optimal performance and stability.
- **Troubleshooting & Escalation:** Diagnose and resolve complex operating system and application issues (Windows and Linux). Escalate unresolved issues to appropriate teams with detailed documentation when necessary.
- **Network Management:** Configure and manage Mikrotik devices. Perform basic network troubleshooting for connectivity issues, including minor server maintenance and firewall settings.
- **Documentation & Incident Reporting:** Maintain detailed records of all technical support, resolutions, and system configurations using a BookStack. Track and analyze recurring issues to improve overall efficiency.
- **Software Installation & Deployment:** Support the deployment of new software and updates, managing desktop applications and ensuring compatibility.
- **Security:** Implement and manage Passbolt for secure credential storage and utilize LDAP for centralized access management.

## IT Field Engineer

- Conducted the full setup and deployment of IT infrastructure (Servers, UPS, Patch Panels) for major client projects.
- Performed Server Migration.
- Performed fiber optic testing and installed/managed Mikrotik switches to ensure reliable, high-speed connectivity.
- Installed and managed virtual machines using Proxmox for system hosting.
- Coordinated with site engineers and project managers to understand technical requirements and resolve issues.
- Reported progress, updates, and key milestones directly to the CEO.

## Collaboration & Productivity Tools

Google Workspace, Mattermost, Slack, MS Teams, Documentation & Knowledge Management (BookStack)

## RAID

Configuration & Management

## Server Migration

Windows & SQL Server

## Tools

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Ticketing Systems (ERPNext, Redmine), Remote Desktop (AnyDesk, MobaXterm), Storage/Backup (NAS), System Monitoring (Nagios),

## Technical Project

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### Website Migration

- Removed malware/virus from production site and migrated from Bluehost to Cloudways (DigitalOcean) + Cloudflare.
- Configured Cloudflare (DNS, CDN, DDoS) and integrated existing Zoho Mail services by reconfiguring MX records, SPF, and DKIM settings within Cloudflare to ensure 100% email deliverability post migration.
- Achieved 100% successful migration with zero malware detection and improved performance.

- Performed Server Migration for major client projects, specializing in moving legacy Microsoft Windows Server environments and Windows SQL Server databases to modern hardware/virtualized platforms with zero data loss.
- Managed Dell PowerEdge Server deployment to client including the configuration of RAID Controllers (RAID 1, 5, 10) to ensure data redundancy and high speed I/O performance for enterprise storage.

## Junior IT Systems Administrator,

*Z Getcare Systems Inc.*

2024/04 – 2024/10 | Clark City, Philippines

- Provided post-deployment support and resolved IT inquiries to ensure system stability.
- Collaborated with dev teams to mirror environments, execute bug fix scripts, and manage staging/test setups.
- Monitored live systems using Nagios and handled routine server cleanups, backups, and storage checks.
- Supported DBAs and QA with database tasks including dumps, data randomization, and maintenance using psql and dropdb.
- Created Bash scripts to automate admin tasks and improve efficiency.
- Ensured system security by reviewing logs and addressing vulnerabilities.
- Managed user accounts (Redmine, SSO, Centralized tools) and maintained access documentation.
- Daily use of Linux OS for system monitoring, troubleshooting, and admin tasks.

## Educational Background

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**Bachelor of Science in Information Technology - with Area of Specialization in Network Administration,** *Holy Angel University* 

2018 – 2023 | Angeles City, Philippines