**JUSTIN LEE M. FORONDA**

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**CAREER OBJECTIVE**

Seeking a position where my extensive computer knowledge and networking skills will contribute to the company’s vision and values.

**EXPERIENCE**

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| **Cloud Operations Engineer at Trend Micro Inc.** | **July 2018 – Present** |
| • Act as single point of contact to provide professional Cloud datacenter operations support for the backend infrastructure of Trend Micro's cloud security business; support will be primarily provided via phone and email • Perform incident/alert troubleshooting, problem analysis, and provide high quality solutions to technical issues and service request with adherence to standard operating procedures (SOP), as well as injecting own methodologies in resolving incidents • Part of the 24x7 DCS Cloud Service Operations Center (COC) service desk team, reporting on a particular shift • Help to ensure that the 24x7 DCS Cloud Service Operations team is able to manage and consistently achieve the Service Level Objective (SLO) targets of DCS Operations via effective and efficient service monitoring and incident handling • Escalate unresolved, complex technical issues with the relevant troubleshooting results to DCS COC senior engineering teams, in a timely fashion • Analyze, validate, and filter alerts from monitoring systems and convert them to trouble tickets or service requests as necessary • Participate on service/server deployment activities as part of a technical project delivery • Conduct training to co-Engineers as appropriate • Coordinates with Information Security team to address and provide solutions regarding machine(s) vulnerability • Facilitate troubleshooting on Dell servers with on-site engineer in data centers • Administered monthly account auditing in Microsoft windows and Linux servers • Troubleshoot and configure network devices (NX-OS, IOS, FTOS) in the data centers | |
| **Network Administrator at Texas Instruments | RAJ Technologies Inc.** | **April 2017 – March 2018** |
| * Act as the site network support that supports and ensures daily network connectivity and up-time within the SLA. * IP address management (IPAM) including DNS and DHCP * Configure, troubleshoot, and provision Cisco IP phones with Cisco Unified Communications Manager (CUCM) * VLAN configuration/changes * Generate Scope of Work(s) for Network Structured Cabling and other network requirements * Support WLAN configurations, monitoring, maintenance, and deployments (Aruba controllers and Access Points) * Support network requirements of SCADA devices onsite * File & perform network RFCs using the site's change management system | |
| **IT Officer II Network and Systems at abc360 Philippines** | **August 2016 – April 2017** |
| * Cisco and Huawei Switches & Routers Configuration * Setup and configured Network Monitoring Tools (MRTG, Cacti) * Maintain and monitor network health, includes scheduling of network maintenance and backups * Coordinate with ISP for network issues and escalations * Resolve client’s Internet and Network Concerns * Facilitated basic IT troubleshooting trainings for employees | |
| **Global Network Engineer Intern at Sitel** | **February 2015 – May 2015** |
| * Maintain, monitor, and configure different Cisco network devices and Cisco Security Appliances * Basic Avaya IP phone troubleshooting and configuration * Maintain & Update Network documentations and monitoring tools * Assist Senior Network Engineers in troubleshooting and coordinate with different IT teams * Assist in Network devices upgrade and updates * VLAN data and voice configurations * UTP cable crimping, testing, labelling, and layout * Cisco module swapping | |

**CERTIFICATIONS**

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| **Cisco Certified Network Associate Security (CCNA Security)** | September 15, 2017, Baguio City, Philippines |
| **Certificate of Japanese-Language Proficiency N4** | July 2, 2017 at De La Salle University, Taft Ave., Philippines |
| **Certificate of Proficiency: Basic Japanese Course** | February 6, 2015 at  The Blue Files Language and Training Center, Baguio City, Philippines |
| **Cisco Certified Network Associate (CCNA) Routing & Switching** | December 18, 2014 at University of Baguio, Baguio City, Philippines |
| **CCNA NetRiders, Philippines 2014** | March 14, 2014 at  Holy Angel University, Angeles City, Philippines |

**TRAININGS AND SEMINARS ATTENDED**

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| **Python Hands-On Training** | May 12, 2019 by TOP Professional Review Solutions, Inc. at Manila, Philippines |
| **Cloud Computing Training** | April 27, 2019 by Rivan School of Technology Inc., at Mendiola Square Bldg. C.M. Recto Manila, Philippines |
| **Linux Bootcamp Training** | February 9, 2019 by Rivan School of Technology Inc., at Mendiola Square Bldg. C.M. Recto Manila, Philippines |
| **AWSOME DAY ONLINE CONFERENCE** | October 2018 by Amazon Web Services, at Trend Micro Inc., Pasig city Philippines |
| **Approach to Network Security Seminar** | April 8, 2017 by ITCert Training Solutions at BBBCCC building, Baguio City. |
| **Software Development: A Freelancer’s Perspective** | October 4, 2014 at University of Baguio |
| **PHP Programming Language training** | March 8, 2014 at  University of Baguio |
| **Windows Server 2012 training** | March 1 & 2, 2014 at  University of Baguio |
| **Understanding New Trends and Technologies seminar** | February 8, 2014 at  Management Information System (MIS) office, University of Baguio Commerce Building |
| **Digital Forensics seminar** | January 18, 2014 at  University of Baguio |

**EDUCATIONAL BACKGROUND**

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| **Bachelor of Science in Computer Science**  University of Baguio, Philippines  Major: Network Engineering | **2009 – 2014** |

**PERSONAL INFORMATION**

Date of Birth February 7, 1993

Place of Birth Davao City

Citizenship Filipino

Religion: Roman Catholic