

Mark Yuson

Jr. System Administrator

Mandaluyong, Philippines

[Private Information Obscured]

[Email](#) | [Linkedin](#) | [Portfolio](#) | [Github](#)

PROFILE

Seeking an opportunity to leverage my Application Support background, certifications, and passion for learning. Eager to contribute to a dynamic IT team, apply technical expertise, and further develop hands-on experience in maintaining IT infrastructure.

EXPERIENCE

DXC Technology | Application Support Engineer II

April 2023 – Present

- Worked as an L2 Ops and L2 DQ responsible for maintaining application resources, supporting clients in making informed business decisions through analytical reports.
- Managed the ETL pipeline for 600+ contracts across various regions from NA, EMEA, LA, and ASIA
- Managed 30+ Azure resources for both Production and Non-Production environments, including VM, SQL Servers, SQL Databases, Storage Accounts, App Services, Databricks, Data Factory, and Key Vault.
- Migrated and configured data source connections and adjusting Data Factory configurations.
- Continuous collaboration with the Development team for bug fixes, testing, and user requests in an Agile environment using a CI/CD approach.
- Created documentation of uncommon application bugs for the support team, resulting in less investigation time.

DXC Technology | Application Support Engineer I

April 2020 – March 2023

- Worked as an L2 Ops responsible for managing Transformation and Loading (ETL) of 5 data warehouse applications.
- Monitor daily jobs, investigate processing failures, and resolve incidents/request tickets.
- Ensure all analytical applications are working for business use.
- Resolve 30+ tickets per day through efficient triaging of tasks.
- Participated in a replatforming project, migrating legacy technology like databases, web server, and ETL process to Cloud.

Lingayen Municipal Hall | IT Staff

March 2019 – August 2019

- Worked as IT Staff responsible for managing hardware and software issues within the organization
- Troubleshoot hardware and software issues including desktop, laptop, printer, projector, and monitor.

PROJECTS

Active Directory Home Lab

[Backend](#) | [Demo](#)

A SOHO server environment connected to my network providing centralized Active Directory and Storage.

Active Directory Virtual Lab

[Backend](#) | [Demo](#)

A virtual server environment connected with multiple PCs managed by Domain Controller.

Other Projects

[Demo](#)

A personal projects done in my home.

CERTIFICATIONS

ITF+, AZ-900, SC-900, MS-900, DP-900, AI-900

SKILLS

IT Infrastructure

Active Directory | Group Policy | File & Storage

Network

Ports | Protocol | Router | Switch | Firewall | DNS | DHCP | VLAN | Wireless

Security

CIA | AAA | Non-Repudiation | Encryption

Cloud

Microsoft Azure | Cloud Models | Cloud Characteristics

Virtualization

Hyper-V | VMware | VirtualBox | Virtual Machine | Hypervisor

Operating System

Windows | Linux | Windows Server | Android

Mobile Device

MDM | MAM

CLI

Bash | Powershell

EDUCATION

Colegio de Dagupan

Bachelor of Science in Information Technology