💼 Professional Experience

Intermediate Technology Analyst, *Telus International*

August 2022 – present

31/F Discovery Centre, ADB Avenue, Ortigas Center, Pasig, 1605 Metro Manila

- Responsible for the configuration of middleware application servers
- Deployment of middleware applications
- Technical triage of defects raised by quality assurance teams
- Process automation, and preventive maintenance planning

Middleware Administrator, *We Support Inc. / Metrobank*

August 2022

23rd Floor, Metrobank Center 7 th Ave. corner 35 th Street Bonifacio Global City, Taguig 1634, Philippines

- Performs application and system software installations and upgrades
- Performs troubleshooting and solving of Middleware / application incidents
- Communicates with application developers for technical support and issue resolution
- Executes corrective actions after failed automated software deployments
- Performs optimization of the application and the system load
- Participates in implementation of new projects related to Applications Deployment
- Executes Middleware related system activities in Linux, Unix/AIX and Microsoft Windows

IT Operations Senior Analyst, *Accenture Inc.*

August 2015 – September 2021

Robinsons Cybergate Towers 1, 2 And 3 EDSA cor. Pioneer Street, Mandaluyong City, Manila, Metro Manila,, Philippines

- Attended alerts coming from Email and ticketing tool
- Server hardening and patching
- Weblogic Server Administration
- Maintained the company production staging, test and dev environment including availability, monitoring,
- alerting, and other related services.
- Assisting Dev Team on deployment of application on servers

System Administrator, *ACP Computer Pte Ltd*

April 2014 – July 2015

Unit 901 Richmonde Plaza San Miguel Avenue Ortigas Pasig City, Phillippines

- Server administration and configurations
- Configure and manage Linux servers
- Infrastructure, systems, and application support
- Monitors Server logs and activity
- Deploying newly developed websites on WebHost servers.
- Troubleshoot employees' computer and network problems.
- Configuration and manage VOIP server used by agents

System Administrator, *Chikka Philippines Inc.*

October 2013 – April 2014

Penthouse, 23 Ansons Bldg. ADB Avenue Ortigas Pasig City, Philippines

- Act as second level on infrastructure and application support
- Investigation of live service incidents
- Issue management including analysis, prioritization and follow-up
- System and application monitoring using Nagios, Webtools Etc.
- Creating simple perl and shell scripting for automation of our monitoring
- Participate with testing and implementation of new applications for new service
- Install, set-up, deploy new service applications, configure and maintain Unix/Linux enterprise systems.
- Troubleshoot server problems and applications with errors or any issues related.

John Lester Borillo
Weblogic Administrator

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📞 +639271526724

📍 05 Garcia St. Aplaya Bauan Batangas Philippines 42001

📅 25th May 1986

👁 Married

💭 Skills

Weblogic Administrator	● ● ● ● ●
Linux and Unix Administrator	● ● ● ● ○
Windows Administrator	● ● ● ● ○
Application Support	● ● ● ● ○

📇 Profile

Dedicated IT professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

NOC Administrator, *Paysetter International Inc.*

November 2010 – October 2013

Unit 505 The One Executive Bldg. West Avenue Quezon City, Philippines

- Escalate client issues for resolution and follow-up issues.
- Perform daily checks of system health and ensure the system is up and running
- Hardware, software, and network installation and maintenance.
- Troubleshoot Server Issues and ensures the availability of the applications

🎓 Education

Bachelor of Science in Computer Science, *Sta Teresa College*

2004 – 2008 | Kapitan Ponso St. Bauan Batangas, Philippines

NOC Administrator, *Paysetter International Inc.*

November 2010 – October 2013

Unit 505 The One Executive Bldg. West Avenue Quezon City, Philippines

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