**Jesus Joey A. Lim**

Bacolod Homes Royale

Block 11 Lot 19&20 Avignon Street Brgy. Tangub, Bacolod City, Negros Occidental

Philippines 6100

**Mobile No. : +63 9394604676 / +63 9270818924**

**Email Address:** [mylimco@yahoo.com](mailto:mylimco@yahoo.com)

**Educational Background**

College:

**Don Bosco Technical College (1991-1997)**

A graduate in Bachelor of Science in Computer Engineering

**High School:**

**Don Bosco Technical Institute (1988-1991)**

Major in Computer Science

**Work Experience**

**IBM Singapore**

**9 Changi Business Park Central 1, Singapore 486048**

Period Coverd: April 1, 2016 To: July 2019

Unix Client Technical Lead

GTS, Optimized Services

**AT&T Worldwide Telecommunications Services**

**85 Science Park Drive, #02-06 The Cavendish,**

**Singapore 118258**

Period Covered: July 21, 2014 To: March 31, 2016

Job Title: Technical Specialist, E-Bus Operations

Job Role: Client Technical Lead

Duties & Responsibilities:

* Working in a team to provide Unix system support (RHEL and Solaris 10 and 11) during US non-business hours to troubleshoot and resolve issues escalated by level 2 support in the shortest time possible preferably with zero downtime.
* Planning critical change controls (like patching, HW/SW upgrades, HW replacements, etc).
* Joins discussions in customer meetings with the team to hear / discuss customer concerns and plans for their computing environment as part of service delivery portfolio.
* Collaborate within a team to discuss and plan out action items for us to provide support to our Customer.
* Troubleshooting and resolve reported issues on VMWare and OVM environments both on ESXi/VMs and OVM Manager/Oracle VM Hosts.
* Involved in tools migration to migrate customer servers off AT&T monitoring to IBM tools.
* Create / Design documents as Standard Operating Proceedures / Methods of Proceedures / Special Method of Proceedures to be used on a scheduled change as part of MHAS deliverable to its customers.
* Doing actual change control to provide server maintenance (patching/HW replacements), increasing filesystem size, cloning of production data to customer’s non-production servers, and identifying LUN IDs for storage team during data cloning tasks inorder for our customers to conduct critical changes/test to their application before rolling the changes to their production environment.

**AT&T Worldwide Telecommunications Services**

**85 Science Park Drive, #02-06 The Cavendish,**

**Singapore 118258**

Period Covered: April 16, 2009 To: July 21, 2014

Sr. Systems Administrator, Digital Media Services

Cloud Service Desk, Cloud Support Team

Duties & Responsibilities:

* Working as support for AT&T's internet services focusing on Web Acceleration, SSL, Video on Demand (Windows Media, Flash, Real Media) by utilizing Akamai's Technology.
* Working in shifts during US off office hours providing support for customer's requests, troubleshooting issues, and performing server maintenance via change controls (maintenance & configuration).
* Responsible in monitoring customer issues thru an email distribution inbox where customers can send email to report an issue.
* Responsible in troubleshooting HW issues reported thru a ticketing system for any alarms using Remedy.
* Responsible in engaging vendors for HW maintenance in replacing identified HW faulty parts such as CPU, memory, NIC, and as such.
* Responsible in executing actual changes to perform maintenance on servers.
* Provide first level support for Cloud Customers.
* Responsible in monitoring customer issues thru an email distribution inbox where customers can send email to report an issue.
* Standby phone and LivePerson Chat support for customers who are calling in/wants to chat to report an issue or inquire about Cloud Services
* Responsible for engaging different teams that will be able to help in resolving the reported issue.
* Sending follow-up emails for any ongoing issues and work towards ticket closure.

**Optimum Solutions (S) Pte Ltd**

**3 Philip Street, #12-03A/04 Commerce Point**

**Singapore 048693**

Period Covered: April 16, 2007 To: April 16, 2009

Job Title: Senior Systems Analyst

**Duties & Responsibilities**:

* Working for AT&T as Tier 2 support focusing on Solaris and RHEL support which provide Web Hosting and Application Services to their clients in the US. This includes the following:
* Makingchanges(modifications) to do nightly SQLs with the aid of MOPs (Methods of Proceedures) provided by the end user SQL administrators themselves.
* Making changes for LDAP add and deletes with the aid of MOPs provided by the end user LDAP administrators.
* Patching servers running Solaris OS in a given window time(downtime) where the patches are being provided by the TAMs/client's to control the revision level of the patches in the production environment.
* Adding default routes if needed and making it permanent in a form of run control scripts created in the /etc/rc3.d directory.
* Monitoring system health with the use of BMC patrol and iLA monitoring tools already installed and configured by the TAMs assigned for specific clients. This will create a ticket on a central ticketing server(Remedy) for an associate to work and monitor the developments of the work done. This includes Solaris Volume Manager (formerly known as Solstice Disk Suite) and Veritas Volume Manager (VxVm). Hardware RAID disk arrays like Sun StorEdge 3510s and Redhat Linux Operating Systems (OS).
* Responsible in engaging and assisting vendors for HW maintenance in replacing identified HW faulty parts . This includes failed disks configured in RAID(Software/HW based) during a scheduled change window using a Methods of Proceedures document provided by the Technical Account Managers as part of the operational proceedures.
* Working in a follow the sun model(8am-8pm). If a ticket needs additional monitoring and work, the ticket will be turned over to US counterpart to continue the work.

**Sun Microsystems Philippines**

**32nd Floor, Philamlife Tower, 8767 Paseo de Roxas,**

**Makati City, Philippines**

Period Covered: February 16, 2001 To: April 13, 2007

Job Title: Systems Engineer III

**Duties & Responsibilities**:

* Working as a Post Sales Field Support Engineer for more than 5 years with Sun Microsystems Philippines Inc. Part of my responsibilities as a support engineer is to Build servers from ground up. This includes: Install and Configure newly purchased Sun (SPARC/x86) machines.
* Help plan with the customer the filesystem layout which is a critical part in designing key areas to consider in preparing the new system for production environment. This includes installing Solaris Operating System for SPARC/x86 machines, Recommended and additional patches for that specific OS and architecture.
* Configuration of software RAID (recommended in all installations) Namely: Solstice Disk Suite, Solaris Volume Manager (SVM for Solaris 9), Veritas Volume Manager 3.2(VxVm).
* Configuration of Hardware enabled RAID disk storage arrays like SE3310, SE3510, and Hitachi Lightning 9980. Whether as Direct Attach or in a SAN environment.
* Configuration of management ports (common on almost all Sun machines) to remotely administer the machines even if OS environment is not active.
* Conduct site inspection to check if datacenter meets the recommended requirements to prepare the place for a 24 x 7 production environment.
* Install machine on a rack cabinet.
* Provide 24x7 on-site support for all clients of Sun Microsystems Philippines in the Metropolitan area and even in the Provinces.
* Conduct technical analysis and device a work plan upon a reported problem to identify the cause before proceeding on-site for hardware replacement if needed. Then provide on-site assistance to replace the faulty part.

This includes hardware replacement on almost all Sun products available on the market.

* Provide on-site technical support in replacing failed component such as hard drives on hardware RAID enabled disk arrays. Systems using software RAID like: Solstice Disk Suite, Solaris Volume Manager, or Veritas Volume Manager.
* Provide planning and implementation support on reconfiguration, installation, and upgrade of both hardware and software RAID solutions on almost all Sun and non-Sun disk arrays.
* Design a configuration, based on client’s requirements to upgrade of 15TB of disk sapce on a Hitachi 9980 Storage Array to be submitted to the client: Philippine Bureau of Internal Revenue as part of their upgrade requirements.
* Check for the completeness of hardware deliverables needed for the upgrade.
* Act as a systems support during the upgrade activity.
* Create, and assign the LUN IDs for each respective host domains who will be using the additional disk space on an SAN environment.
* Create an additional domain within a Sun Fire 15K and configure multi-pathing as one of the requirements which is attach into a SAN environment.
* Provide phone support to analyze and troubleshoot hardware related error messages upon a reported case to Sun through a system generated error logs seen on the machines console messages and data collector tool developed by Sun Microsystems. This tool is also available for clients to use.
* Provide first hand technical support as a Solution Center Engineer to provide initial technical investigation and investigate upon a reported service request to Sun Microsystems.
* Identify the faulted part and dispatch an on-site support for hardware replacement.
* Request for the part to be delivered on-site and if needed, arrange transportation means for engineers who will be going on-site for clients outside the Metropolitan area.
* Provide basic and technical on the fly system and OS related inquiries. Information regarding machine specs and OS configuration files.

***Skills***

* + Basic knowledge on Sun Cluster.
  + Basic knowledge on T3 and T3+.
  + Basic knowledge on AMD based systems.
  + Advance System Administration for High-End Sun Servers
* Sun Fire 15K
* Sun Fire 20K
* Advance Installation and Configuration for Sun Disk Arrays
  + StorEdge 3310
  + StorEdge 3510
  + A1000
  + D1000
* Advance Installation, Configuration and System Maintenance on Hitachi 9980

**Trainings Attended**

* **Solaris 7 Systems Administration I (SA237)**

Date: February 19-23, 2001

Sun Microsystems Philippines, Incorporated

32nd Floor PhilamLife Tower, Paseo de Roxas, Makati City, Philippines

* **Solaris 8 Systems Administration II**

Date: September 17-21, 2001

Sun Microsystems Philippines, Incorporated

32nd Floor PhilamLife Tower, Paseo de Roxas, Makati City, Philippines

* **Solaris 8 TCP/IP Network Administration (SA389)**

Date: November 19-23, 2001

Sun Microsystems Philippines, Incorporated

32nd Floor PhilamLife Tower, Paseo de Roxas, Makati City, Philippines

* **Veritas Volume Manager 3.2**

Date: November 10-13, 2003

Sun Microsystems Philippines Incorporated

32nd Floor Philamlife Tower, Paseo de Roxas, Makati City, Philippines

* **Certificate of Attendance on Product Introduction**

**for Sun Fire V440(Chalupa) Administration and Troubleshooting**

**(WE-2826)**

Date: August 14-15, 2003

Chai-Chee Training Center

Singapore

* **Sun Fire Workgroup/Enterprise Server Maintenance**

**(SM-340)**

Date: May 17-21, 2004

Sun Microsystems Philippines Inc.

32nd Floor Philamlife Tower, Paseo de Roxas,

Makati City

* **Sun Fire V20z Administration and Troubleshooting (WLC) Course**

**(WET-4682)**

Date: June 11, 2004

Sun Microsystems Philippines Inc.

32nd Floor Philamlife Tower, 8767 Paseo de Roxas,

Makati City

* **Sun StorEdge 5210 NAS Administration**

**(WZT-NWS-3252)**

Date: September 21, 2004

Sun Microsystems Philippines Inc.

32nd Floor PhilamLife Tower, 8767 Paseo de Roxas,

Makati City

* **Certificate of Completion on Veritas Netbackup 5.0 for Solaris**

Date: December 20-23, 2004

32nd Floor Philamlife Tower, 8767 Paseo de Roxas,

Makati City, Philippines

* **Sun StorEdge 3000 Series Array Installation**

**(ES-313)**

Date: April 5-8, 2005

Ngee Ann City

Singapore

* **Certificate of Training on Hitachi Lightning 9900V Hardware Installation and**

**Maintenance**

Date: August 29 – September 2, 2005

Singapore

* + **Certificate of Training on Hitachi Lightning 9900V Software Solutions**

Date: September 5-9, 2005

Singapore

* + **Vmware vSphere: Install, Configure, Manage V4.0**

Date: November 26, 2009

Singapore

* + **IBM Softlayer**

Date: May 7, 2019

Singapore

* + **Brocade vRouter 5400 Configuration**

Date: April 30, 2019

Singapore

**Certification Exams Taken:**

* **Sun Certified System Administrator for Solaris 7, Part I**

Date: April 25, 2005

Venue: Edupro, Incorporated

* **Sun Certified System Administrator for Solaris 7, Part II**

Date: March 22, 2002

Venue: Edupro, Incorporated

* **Sun Certified Network Administrator for Solaris 8**

Date: June 28, 2002

Edupro, Incorporated

* **Sun Certified Field Engineer for Workgroup Servers**

Date: August 4, 2003

32nd Floor, Philamlife Tower, 8767 Paseo de Roxas

Makati City, Philippines

* **Sun Certified System Administrator for Solaris 10, Part I**

Date: March 17, 2006

Venue: Edupro, Incorporated

* **Sun Certified System Support Engineer**

Date: September 29, 2005

32nd Floor Philamlife Tower, 8767 Paseo de Roxas

Makati City, Philippines

**Destiny Cable Incorporated**

**2285 Solid House Bldg., Chino Roces Avenue**

**Pasong Tamo Extension, Makati City**

Period Covered: March 29, 2000 To: February 14, 2001

Job Title: Systems Administrator/Engineer

**Duties & Responsibilities**:

* Maintain Sun servers. Responsible for mail exchange (sendmail), DNS servers running under BIND, and Web Server running under Netscape Enterprise Server.
  + Maintaining user quotas, and user accounts for mail server.
  + Provide third level support to isolate and resolve IMAP/IPOP related problems to customers who try to check their mails on their respective inbox.
  + Maintaining DNS entries for Destiny’s clients using BIND software.
  + Maintaining user developed web pages being hosted for Destiny’s clients using Netscape Enterprise Server.
* Provide basic administration on other Unix flavored operating system such as Linux Mandrake running under Intel platform on Destiny’s game, and proxy servers.

**Trainings & Certifications**:

**Certificate of Attendance on Basic Router Configuration**

Date: September 27-29, 2000

WeSolv Open Computing, Incorporated

3rd Floor Fujitsu House Bldg., 853 A. Arnaiz Avenue

Legaspi Village, Makati City, Metro Manila, Philippines