

ALEX G. BERRIOS MANGUAL

NOC TECHNICIAN

EDUCATION

- 2017-22 **NETWORK TECHNOLOGY & APP DEVELOPMENT**
GRADUATED NUC UNIVERSITY, BAYAMON P.R
- 2015 **ELECTRONICS ENGINEERING**
UNIVERSITY OF PUERTO RICO, BAYAMON P.R
- 2015 **HIGH SCHOOL DIPLOMA**
PAPA JUAN XXII HIGH SCHOOL, BAYAMON P.R

SKILLS



WORK EXPERIENCE

- **NOC TECHNICIAN TIER 1 (2021-PRESENT)**
WORLDSNET
 - PROVIDED COMPREHENSIVE SUPPORT, MONITORING, AND TROUBLESHOOTING FOR NETWORK AND CUSTOMER ISSUES, ENSURING ADHERENCE TO WORLDNET'S SERVICE LEVEL AGREEMENT (SLA) FOR REPAIR TIME AND FOLLOW-UP PROCESSES.
 - MANAGED OUTAGE ALERTS AND MAINTAINED REGULAR COMMUNICATION WITH CUSTOMERS TO ENSURE TIMELY RESOLUTION AND MINIMIZE DOWNTIME.
 - PROFICIENTLY MAINTAINED SOLARWINDS AND CACTI MONITORING PLATFORMS, LEVERAGING ADVANCED FUNCTIONALITIES TO MONITOR NETWORK PERFORMANCE, IDENTIFY ANOMALIES, AND PROACTIVELY ADDRESS POTENTIAL ISSUES.
 - UTILIZED SOLARWINDS TO CONDUCT IN-DEPTH ANALYSIS OF NETWORK TRAFFIC, DEVICE HEALTH, AND SYSTEM PERFORMANCE, ENABLING PREEMPTIVE MEASURES TO OPTIMIZE NETWORK EFFICIENCY AND RELIABILITY.
 - LEVERAGED CACTI TO GENERATE INSIGHTFUL VISUALIZATIONS AND REPORTS ON NETWORK UTILIZATION TRENDS, BANDWIDTH CONSUMPTION, AND DEVICE PERFORMANCE METRICS, FACILITATING INFORMED DECISION-MAKING AND STRATEGIC PLANNING.
 - EXTENSIVE EXPERIENCE WORKING WITH LEADING NETWORK EQUIPMENT BRANDS SUCH AS FORTINET (FORTI), JUNIPER NETWORKS, MIKROTIK, ADTRAN, AND CISCO.
 - COLLABORATED CLOSELY WITH CROSS-FUNCTIONAL TEAMS TO TROUBLESHOOT COMPLEX NETWORK ISSUES, IMPLEMENT SOLUTIONS, AND ENHANCE OVERALL NETWORK STABILITY AND PERFORMANCE.

ABOUT ME

- CURIOUS AND DRIVEN NOC TECHNICIAN WITH A PASSION FOR LEARNING AND PROBLEM-SOLVING. AS A LINUX ENTHUSIAST, I BUILD AND MANAGE A HOME LAB TO EXPLORE NETWORKING AND SERVER TECHNOLOGIES. ALWAYS EAGER TO EXPAND MY SKILLS, I THRIVE IN FAST-PACED ENVIRONMENTS AND ENJOY TACKLING NEW CHALLENGES.

HOBBIES

- SOFTWARE TESTING, HARDWARE TESTING
- SERVER MANAGEMENT AND TESTING
- PHOTOGRAPHY, GRAPHIC DESIGNS, PHOTO RETOUCH

CONTACT

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