



Catanduanes State University
COLLEGE OF INFORMATION AND COMMUNICATIONS TECHNOLOGY
Bachelor of Science in Information Technology

Cerium Networks Philippines, Inc.

INTERNSHIP NARRATIVE REPORT

Marlo A. Zafe
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ABIGAIL T. DELLUZA, LPT
SIP FACULTY, BS InfoTech

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Chapter 1

THE COMPANY

Description

Cerium Networks is a provider of comprehensive collaboration, networking, data center, and security solutions tailored to the unique needs of medium to large businesses. Through strategic partnerships with industry leaders like Avaya, Cisco, Microsoft, and Dell Technologies, Cerium consistently delivers cutting-edge technology solutions to its clientele.

In response to the challenges posed by the COVID-19 pandemic, Cerium has taken proactive steps to support the education sector. By collaborating closely with schools, the company has played a pivotal role in building their technology infrastructure, thereby facilitating seamless distance learning experiences for students and educators alike.

Moreover, Cerium extends its expertise to the financial sector, offering bespoke solutions that address critical needs such as network redundancy, scalability, and security. By leveraging advanced technologies, Cerium empowers financial institutions to enhance operational efficiency, reduce costs, and fortify data security protocols, thus ensuring robust protection of sensitive financial information.

In the realm of healthcare, Cerium emerges as a trusted ally for healthcare providers grappling with evolving technological and security challenges. By deploying state-of-the-art solutions, Cerium enables healthcare organizations to optimize patient interactions while safeguarding the confidentiality and integrity of sensitive health data.

Cerium is a US based IT company headquartered in Spokane Washington, USA that established an office in Manila, Philippines.

Background

Cerium Networks was established on October 1, 2000. Headquartered in Spokane, Washington, USA, Cerium now operates from eight offices in the Northwest including Washington, Oregon, Idaho and Montana.

Cerium Networks was founded by Mr. Roger Junkermier, the current president of the company. With the help of his brother, Mr. William Junkermier, they built a strong foundation for the company, which made it more popular than it is now. In 2015, on October 1, Cerium Networks established an office in BGC, Taguig City, Manila, Philippines. Cerium Philippines functions as an after-hours-office customer and technical support for their US customers. Furthermore, in 2017, Cerium Philippines started to hire more talent and began expanding their business to include sales that cater to the Philippine-local market. At present, Cerium Philippines continuously supports both local and international clientele, and upholds the US standard of excellence with every customer engagement.

Goal

Cerium aims to enable people to work together more efficiently by providing a comprehensive suite of technology solutions. As a recognized innovator and leading provider, Cerium focuses on different aspects, such as providing exceptional customer service. They believe that clients are their most valuable asset. They don't just sell goods and services, they offer solutions that solve problems and leverage opportunities.

Cerium is also committed to long-term relationships. They built its business one customer at a time. Long-term relationships are the cornerstone of their viability. Trust and teamwork drive collaboration, ensuring mutual success. They share the responsibility of identifying common goals and interests to achieve efficient collaboration.

Cerium Networks aims to empower businesses by delivering advanced technology solutions that enhance efficiency, reduce costs, and strengthen security. Their commitment to sustainability and long-term success makes them a reliable partner for organizations seeking innovative solutions.

Philosophy

Cerium Networks is a recognized innovator and leading provider of a full suite of unified communications and collaboration (UC&C), contact center and customer experience management, network infrastructure, and security solutions. Their exceptional customer service, commitment to long-term relationships, and proven track record set them apart. With a consultative approach and technical expertise, Cerium continues to excel in delivering win-win solutions for businesses in the Philippines and beyond.

In the Philippines, Cerium is dedicated to understanding actual needs transparently and providing win-win solutions. With over 175 technology professionals, including highly skilled engineers and solution architects, Cerium Philippines continues to excel in its consultative approach and technical expertise. Their “Consult, Integrate I Operate” engagement methodology ensures that technology investments align with business strategies, making them a reliable partner for organizations seeking effective communication and collaboration solutions.

Mission

Cerium Networks aims to empower businesses by providing innovative technology solutions that enhance communication, collaboration, and security. They strive to be trusted partner, helping organizations achieve their goals through strategic planning, seamless integration, and reliable operation of technology systems.

Vision

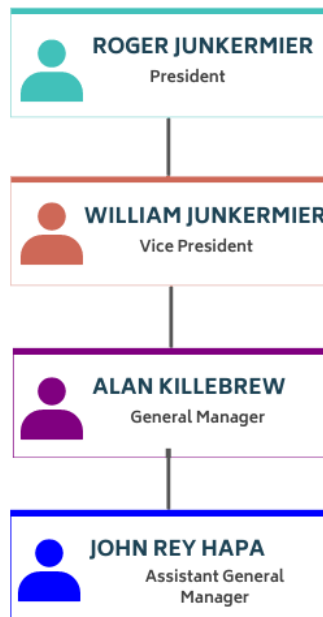
Cerium envisions a future where businesses thrive in a connected world. Their vision is to be at the forefront of technological advancements, enabling clients to adapt, grow, and succeed. They aspire to create lasting impact by delivering exceptional service, fostering long-term relationships, and staying ahead of industry trends.

Chapter 2

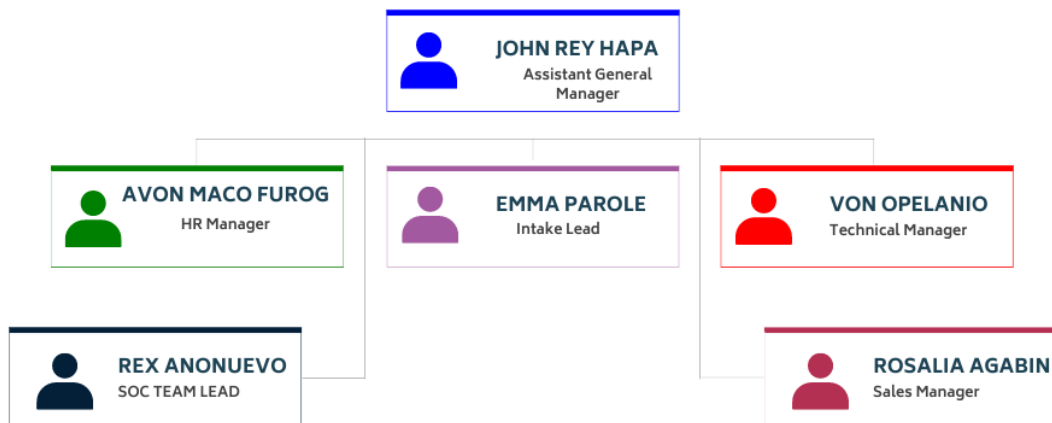
THE OFFICE

Cerium Networks Organizational Chart

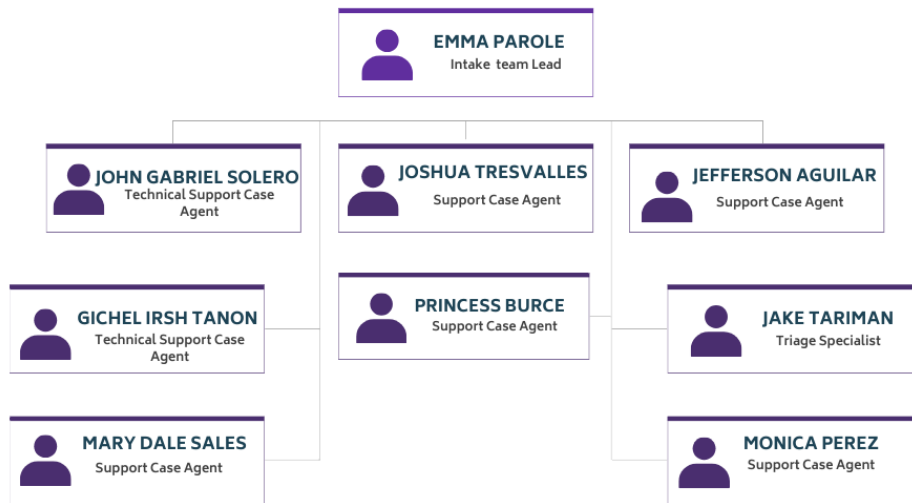
Cerium Higher Ups



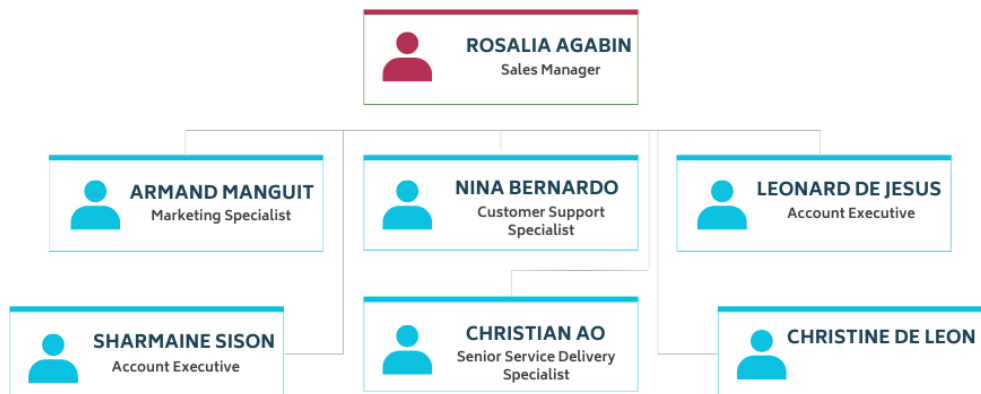
Cerium Networks Philippines Management



INTAKE TEAM



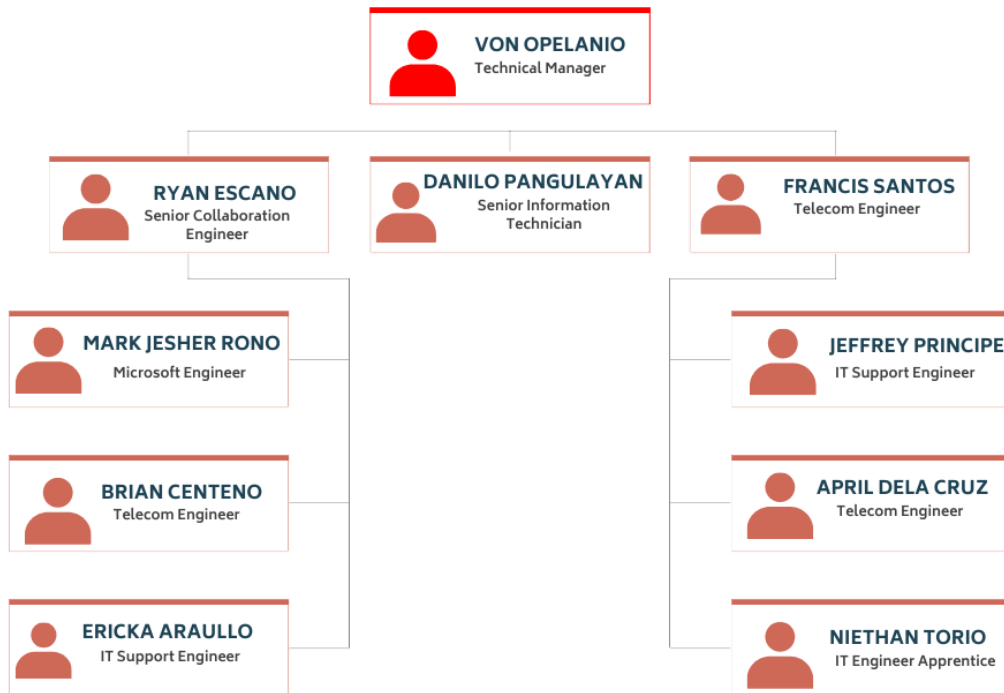
SALES TEAM



SOC TEAM



ENGINEERING TEAM



Personnel / Employee Profile

Name	Job Title
Rosalia Agabin	Sales Manager
Armand Manguiat	Marketing Specialist
Nina Therese Bernardo	Customer Support Specialist
Leonard Jyggs De Jesus	Account Executive
Sharmaine Sison	Account Executive
Christine De Leon	Support case agent
Von Opelanio	Technical Manager
Ryan Escaño	Senio Collaboration Engineer
Danilo Pangulayan	Senior IT Technician for Telecoms
Francis Adrian Santos	Telecom Engineer
Mark Jesher Roño	Microsoft Support Engineer

Jeffrey Principe	IT Support Engineer
April Dela Cruz	Telecom Engineer
Brian Centeno	Telecom Support Engineer
Dhea Ericka Araullo	IT Support Engineer
Neithan Torio	IT Engineer Apprentice
Jake Lanas	Avaya Support Engineer
Archie Ty	Senior Voice Engineer
Jeffrey Barao	CSC Support Engineer
Rex Anonuevo	Security / SOC Team Lead
Patrick Lira	SOC Analyst / Support Engineer
Johndave Albasaldo	SOC Analyst
Floreen Ellorin	SOC Analyst
Avon Maco Furog	HR Manager
Grace Marie Estaban Denoso	HR Generalist
Emma Parole	Intake Team Lead
Mark Christopher Jimenez	Customer service team lead
John Gabriel Solero	Technical Support Case Agent
Joshua Tresvalles	Support Case Agent
Gichel Irish Tañon	Technical Support Case Agent
Jake Tariman	Support Case Agent
Mary Dale Sales	Support Case Agent
Monica Stephanie Perez	Support Case Agent

OJT Practices and Procedures

During the first day of our internship at Cerium, we were informed about the rules and regulations of the company. The first one is about the proper dress code, which requires us to wear formal attire or our internship uniform. We were asked to avoid jeans, and rubber shoes on regular days and only on wash day, which is Friday. The next one is to be punctual and arrive at the workplace on time. Since our shift starts at 8 o'clock in the morning, we needed to be in the office by 8 am. Furthermore, they have a rule called the music ban, which was introduced to us on the first day of our internship. The rule prohibits playing music at the office as it interrupts employee's focus and disturbs phone calls. Another one is their English only policy, they have a rule every week that every Tuesday and Wednesday everyone is only allowed to speak in the English language. To make it fun, they have an English only policy box where anyone can write the names of those who do not follow the rule. They divided the employees, including us, the interns, into groups where we have a competition and every time, we get our names reported in the English only policy box, our respective group will have a point deduction. It is one of the company's initiatives to continuously improve the English literacy of all employees.

Furthermore, the CLAYGO policy, or clean as you go, was also strictly observed in the office. It is everyone's responsibility to clean the table and throw their own trash in the proper place, especially after eating. We also had the rule of using the company computers only for work-related tasks. It is strongly prohibited to use them for accessing personal social media accounts and visiting websites that are not relevant to our tasks. Additionally, there were rules applied to company assets that we use in the office, such as the computer, monitor, keyboard, mouse, and headset. It is necessary to take care of the company assets that we are using during the internship. They had us sign an accountability

form, which makes us responsible if the company assets given to us were lost or damaged. They also asked us to disclose any information shared with us during our internship at their company.

CHAPTER 3

THE OJT PRACTICUM

Work Job Description

During our internship in Cerium networks, we received training from each department in the company. We spend at least about a week in each department, where we get to learn about their jobs and get exposed to the tools and technologies that they use. On a daily basis, we have to time in and time out using their manual daily log form powered by Microsoft Forms. Additionally, we attend our daily meetings for training. The first training we had was the soft skills training with Ms. Emma Parole. We engaged in various activities, like group discussions, written activities, and mock phone calls, and experienced playing the roles of a customer care support representative and a customer. After completing our soft skills training, we then started our training with the IT department.

For our first few days in the IT department, we were supervised by Mr. Patrick Lira. He introduced us to what IT support is and the kind of work he does. During our training with Sir Patrick, I assembled and disassembled laptops and desktop computers. Additionally, he taught us about troubleshooting and how to be efficient when troubleshooting a problem. Furthermore, we also had an activity about creating a ticket for customers about their technical problems. I was given a problem scenario where I was emailed by a customer about a particular technical problem. My task, then, is to write a ticket for that problem. I wrote various steps to troubleshoot the problem and the solution

to it. Next, we were handed over to Mr. Jeff Principe, an IT support engineer, to continue with our training. Sir Jeff showed a lot of tools or software that they used in their work. He let us navigate through the software while he explained each of its functions along the way.

Furthermore, in our Microsoft training with Mr. Mark Jesher Roño, he gave us hands-on activities where I got to engaged with different software tools, like VMWARE, to accomplish given tasks. In addition, we had many lab activities, which included installing Windows Server 2016 for the server computer and the Windows 10 operating system for the client computer. After installing and setting up the server computer, we were tasked with adding and configuring roles such as Active Directory Domain Services, DNS or Domain Name Server, and DFS Roles.

In the next session we had, Sir Jesher gave us a lab activity on Group Policy management, where I restricted users from accessing the control panel, set up a logout duration, and prevented users from changing desktop backgrounds. Sir Jesher also had us install the RSAT tools on the client computer as well as the Windows admin center. After completing our training with Sir Jesher, he handed us over to Mr. Nick Sebastian, who taught us about cloud computing and Microsoft cloud technology. We had several activities during our training with Sir Nick where I experienced using the Microsoft 365 Admin Center and managed user accounts.

On the last day of our Microsoft training, Sir Jesher gave us our final exam, which covered all the topics they discussed to assess the knowledge we gained from the training. The exam consisted of a multiple-choice essay and for the last part, we were asked to draw a diagram to show a tree domain based on the instructions given.

After completing our Microsoft training, we then started our Cisco Training with Mr. Ryan Escaño. On the first day of Cisco training, he discussed Cisco and its history. On the following days, he gave us several activities where I learned about subnetting. After learning to subnet, Sir Ryan had us configure a Cisco router and build a network.

At that time, I was the one tasked with demonstrating how to configure a Cisco router while Sir Ryan gave instructions. On the last day of our Cisco training, Sir Ryan gave us a practical exam where he tasked us to work together and create a network with 3 subnets consisting of 3 Cisco routers. The network we created was connected to the internet and had a DHCP server. In this exam, I was able to apply all the learning I gained from the training and was able to experience subnetting, configuring a Cisco router and most importantly, creating an actual network. After our Cisco training ended, Sir Ryan handed us over to the COS Team for our COS training.

First, I learned about the COS Triage and Genesys Cloud from Mr. John Gabriel Solero who specializes in Genesys Technology and is one of the COS Triage. I learned that COS Triage is a team that supports one of the clients of Cerium. They provide telephone systems and customer support to other companies or establishments, such as hospitals. I also learned that there are several technologies that Cerium supports for telephone systems such as Genesys, Avaya, and Cisco.

For the Cisco phone system, Ms. April Dela Cruz walked us through the platform or software that she used for managing the Cisco telephone system and demonstrated how to create extensions, pickup groups, and voicemails. After Cisco, we had the Avaya phone system introduced to us by Mr. Archie Ty. I learned how to create extensions, pick-up groups, and voicemails using the Avaya CLI. In addition, Mr. Jeffrey Barao also mentored

us about Avaya technology. He showed us his work on a daily basis and I learned how he handles a lot of tickets as part of his job as a telecom engineer.

Furthermore, after completing our training with the COS team, we then had our training with the SOC team, supervised by their SOC lead, Mr. Rex Anonuevo. On the first day of our SOC training, Mr. Rex Anonuevo discussed the outline of our training. He also told us how he got into the IT field and gave us some tips on how we can also have a career in IT. We then had our training with other SOC analysts, such as Mr. Floreen Ellorin, who mentored us about incident response.

I learned about the SIEM or Security Information and Event Management, which is software they use to manage and address security threats in the company. I also learned about threat hunting from Mr. John Dave Albasaldo. Furthermore, they also taught us about OSINT and the MITRE Attack framework. In addition to our training discussions, Sir Rex also set us up with a meeting with their SOC manager from US, Mr. Justin Nix. Sir Justin discussed about being a Cybersecurity Specialist and shared with us the qualities and skills that they consider when hiring a SOC analyst.

Furthermore, on the last day of our training with the SOC team, they tasked us with giving an impromptu speech about all the learnings we gained from the training. Afterwards, we were handed over to the sales team for our sales training.

First, we were mentored by the sales manager, Ms. Rosalia Agabin. She taught us about sales and showed us the processes that they follow. In addition, Sir Jygss showed us the CRM tool that they use in Cerium, which is the ODOO CRM software. It has a number of tools that are used in sales, such as for creating quotations and managing sales records.

Also, Ms. Sharmaine Sison discussed how they do phone calls with their customers. She taught us how to have a proper conversation with clients, including what to do and what to avoid. I need to avoid overwhelming them with questions, and make sure that I really understand the product or service that I am offering or selling to the customer.

In addition, I learned about marketing with Mr. Armand Manguiat, a marketing specialist. He discusses with us how they do marketing through social media platforms like Facebook and LinkedIn. Furthermore, after the end of our sales training, we then started our preparation for our individual final presentation that we had with the managers at Cerium. We were supervised by Mr. Patrick Lira who helped us come up with a topic for our presentations.

He asked us to create a draft or outline for our presentation. Together with my co-interns, I then had rehearsals and polished the script. During our preparation for our presentation, I realized the importance of feedback. Each of us gave feedback about our presentation, which helped me know what to change or improve. On the next day, I had my final presentation with Ms. Emma Parole, Mr. John Hapa, Ms. Rosalia Agabin and Mr. Patrick Lira as the panels.

Work-Related Experience

From the internship, one of the most memorable experiences for me was during our soft skills training with Ma'am Emma Parole, when we were having a mock phone call. That time, we were required to speak only in the English language, which was a challenge for me. I learned from our soft-skills training about proper phone etiquette, starting from the opening spill to how I need to empathize with the customer and effectively gather

information about their issue from them. A very challenging part of being a customer support representative for me that I learned from the training was convincing customers to listen and cooperate with you as you try to help them solve their problem. I found it hard to find the right words to say, especially when I was trying to explain a technical concept to the customers. That experience was a very invaluable contribution to my growth. With every session we had for our soft-skills training, I always got to learn new words and it really helped me improve my skills in using the English language.

Another memorable experience for me during the internship was our Microsoft training with Mr. Mark Jesher Roño. During the training, we did a lot of troubleshooting as we faced several technical problems completing our lab activities. We were working on setting up a server manager, which involves the installation of windows server 2019 and adding roles and features to the server.

Additionally, we were required to create a tree domain as well as child domains. During that time, we faced a lot of errors and problems that we troubleshooted and tried solving. We researched online about the errors, continued to apply the solutions we found and eventually fixed them. It was a great experience for me because it challenged our knowledge about the problems and tested our troubleshooting skills. Another one was when Mr. Armand Manguiat, a marketing specialist, asked for help with their company website, which he was in charge of developing and maintaining.

One of the pages in the website was not properly working and users receives error when accessing it. I was able to help him and fix the problem. It was one of the good experiences I had in the internship, as I was able to apply my knowledge of web development to a real-life work scenario.

Another one was during our Cisco training with Sir Ryan Escaño, when we were working on creating a network with 3 subnets that consisted of 3 Cisco routers. Each of us was assigned a router that we would be configuring and our task at that time was to enable the routers to communicate with each other. It was a memorable experience for me, as the task required us to collaborate effectively to make sure that each of the routers that we were configuring could communicate with each other.

Peer – Related Experience

One of my memorable peer related experiences was during one of our lab activities. We were working on troubleshooting a problem and had a small argument with my co-interns. It was an experience that I considered a good one. It made me realize that we were not practicing effective collaboration. Also, it helped us better understand one another and taught us how to be more effective when working with a group. It made me realize the importance of respecting everyone's opinion and being considerate and understandable. Moreover, that experience brought us all closer to one another.

Another one was with the entire intake team during a relay game we had. It was a really a fun experience and I appreciated how they warmly treat us and very friendly toward us. During the game, I had initial nervousness but as the game progress I got to interact with them more and became comfortable and really had fun playing the game. It was a really good experience for me, I realized how they really treat each other as family and how comfortable their work environment is.

Another memorable peer-related experience I had was during our Cisco training with Mr. Ryan Escaño. It was during one of our lab activities that we were working on

creating a network following the network design that Sir Ryan created. Unfortunately, at that time, we got the configurations for the routers interchanged, and we were not able to follow the design and instructions that Sir Ryan gave us.

We got scolded for not following the design and he told us that in the corporate world, accuracy in work is very important. Although it was a bad experience, I still consider it a good one, as it opened our eyes to reality. It made me realize that I should focus on completing a task accurately rather than completing it quickly.

Problems Experienced

The most problematic experience that I had in our internship was during our soft-skills training with Ma'am Emma Parole. At that time, I found our training very challenging, as I am not really good at communication. I was not very confident speaking in English, which made it hard for me to properly express my ideas and contribute effectively during discussions. It was more challenging for me when we started having mock phone calls. I was struggling to articulate thoughts and ideas, as I felt really nervous at that time.

To overcome it, I practiced speaking a lot at home and did some research online about common customer support spills. Additionally, I read some articles online and tried to expand my vocabulary. That way, I was able to improve how I handled the conversation when I engaged in mock phone calls. It helped me gain more confidence and enabled me to feel more comfortable with our training.

Skills and Knowledge Gained

From the internship, I gained a lot of knowledge and skills from all the experience I had. One of them was how to properly talk to customers, which I learned from our soft-skills training with Ma'am Emma Parole. I learned how to properly lead the conversation and gain the customer's trust to have them cooperate with me as I try to fix their issues. In addition, I learned about business emails from our soft-skills training.

I learned how to construct or write emails properly, especially about business. In addition to soft-skills training, I also gained knowledge about the different technologies that Cerium supports and one of them is Microsoft. I learned a lot from our Microsoft training, like how to install and setup Windows Server for server management. I learned how to create forests and domains, add and configure roles and features, such as active directory domain services, which include creating organizational units and domain users, user delegation, and creating a security group.

In a lab activity we had for our Microsoft training, I learned about group policy management. I learned how to restrict standard users from accessing the control panel, set up a lockout duration and prevent users from changing the desktop background. I also learned about DNS and how it enables one domain to reach other domains that are present in the network.

Also, we installed the RSAT Tools on a Windows client computer and learned that it enables server management from a Windows 10 computer. From our Microsoft training, I also learned how to add DFS roles to two active directories, create namespaces, and set domain user permission. We also experienced modifying the file server resource manager and learned how to install windows admin center and how to use it for server monitoring.

Furthermore, I gained more knowledge about cloud computing and Microsoft's cloud technology. In our lab activity with Sir Nick Sebastian, I experienced using Microsoft 365, where I learned to create a Microsoft 365 account, manage users using the Microsoft 365 Admin Center and create a shared mailbox.

Another technology that Cerium supports is Cisco. From our internship, I gained skills and knowledge not only about Cisco but also a new level of understanding about networks. From the Cisco training we had during the internship, I gained skills and knowledge that are fundamental for a Cisco engineer. I learned how to do subnetting, which is an effective method to make smaller networks that reduces wasted IP addresses when setting up a network.

Moreover, I learned how to configure a Cisco router. I also learned that, unlike other routers, the Cisco router can also be used as a switch. Additionally, I learned how to create a network using static routing with 2 Cisco Switch Routers and an end device or a laptop. Furthermore, I learned how to connect a network to the internet by configuring network address translation as well as setting up a DHCP server in the router.

I also learned about telephone systems from our COS training during the internship. The COS team of the company taught us about their job, which is to support their clients with their telephone system. In Cerium, they provide different technologies for telephone systems, such as Avaya, Genesys, and Cisco. The telecom engineers of the company also taught us how to create extensions in a telephone system, pickup groups, and voicemails.

Furthermore, I gained more knowledge about cybersecurity from our SOC training. I had the opportunity to deepen my understanding of cybersecurity under the mentorship of the SOC Team. They imparted invaluable knowledge about their roles, which primarily

revolve around the active monitoring and investigation of security events within the organization. Their main goal is to prevent and defend the company's assets from security threats. In addition, I learned about SIEM or Security Information and Event Management, which is software that they use to manage and address security threats in the company.

Additionally, I learned how they do threat hunting and the software or tools that they use, such as AlientVault, which is a platform where you can find the latest threats. They use AlientVault to find out about new threats, after that, they go to their SIEM, which in Cerium they used Rapid7. From there, they check if that threat is currently present in the company's systems enforce a solution in removing them. Another thing that I learned from our SOC training is about OSINT or open-source intelligence. OSINT involves the systematic gathering of publicly available information to assess potential threats and vulnerabilities. This proactive approach equips SOC analysts with a comprehensive understanding of the threat landscape, thereby enhancing their capacity to preempt and mitigate risks effectively.

In addition to the training we had with the engineers, we also had training with the sales team. Through our sales training, I expanded my knowledge about sales. Ma'am Rosalia Agabin, the sales manager, taught us about sales and the work they do. She defined sales as a process that results in a transaction between two or more parties in which the buyer receives the offering and the seller gets something of value in return, which is usually money. I learned that the sales department plays a very important role in the success of a company or business. It is usually the only department that brings money to the company. They are responsible for conversions, customer acquisition, customer retention, and business growth. Additionally, I learned about prospecting, which is the process of identifying and reaching out to potential customers or clients who have the need, interest,

or ability to purchase a product or service. From our sales training, I learned that there are two main types of prospecting and those are inbound and outbound prospecting. Inbound prospecting is about creating quality content like newsletters and webinars where you ask for contact information. Outbound prospecting is about building a list of potential prospects, and those are people and companies that could benefit from your products and services. In addition, the sales team also showed us the CRM software that they use in Cerium, which is ODOO CRM. It has a number of tools that are used in sales, such as for creating quotations and managing sales records. I also learned how they contact their customers and how to properly engage with them, like how to present and market your product. Lastly, the most important thing I gained from the internship was my newfound appreciation of the vital role of communication skills in any career path that I will take. I learned from this experience that strong communication skills contribute to a successful career as they enable us to be more effective when working with others and enable us to communicate our value.

CHAPTER 4

OBSERVATIONS AND FINDINGS

Office Management

During the internship, I observed how they organized each of their desks. They make sure that it is clean, the wires are tied with cable ties, and the monitor and PC are properly seated on their desks. They also have trash cans in every cubicle to keep the office clean. In addition, they maintain the temperature in the office by making sure that air conditioning is turned on and working to prevent the server computers and network switches from overheating, which must be working 24/7. They also have someone who cleans the office every week, she mops the floor in the office and wipes each desk to remove dust. Furthermore, they also have an operation area inside the office that serves as their kitchen. There you can find a refrigerator, water dispenser, microwave, and storage for their plates and mugs. It is also an area designated for lunch breaks, and activities that require bigger space.

Personnel Management

Based on my observation during our internship, I noticed how they treat their employees nicely and with respect. I observed how they treat each other like family as the employees calls the higher ups as ate's and kuya's. They also provide mentorship and actively help everyone grow. I observed it during the intake huddle that the intake team conducts every month, where each member of the team presents their monthly reporting. At that time, one of their new employees was tasked with having a presentation and

presenting the report for that month. I noticed how they try to make him comfortable and calm. They also provided valuable feedback to him after the presentation, which would really help him grow. For me, it showed the bond they share and the initiative to promote a comfortable and friendly environment for every employee.

Furthermore, the management strongly prioritizes the well-being of their employees. They make sure that they have a work-life balance by allowing their employees to work from home. The employees really emphasized how it benefits them. They were thankful for having the opportunity to work from home, which enables them to work comfortably without the need to commute and also allows them to stay close to their family.

Performance and Achievements

One of the milestones I achieved during the internship was when we practiced our soft skills training by having mock phone calls. It was a huge accomplishment for me to at least do well during our training. I was able to communicate in English during our conversations and successfully complete mock phone calls. Those moments made me realize that I was capable of performing things that I had before doubted. Another one is during our IT training, where I was able to apply and share my knowledge from our lab activity, where we assembled and disassembled a desktop computer and a laptop. In addition, it was also an achievement for me when I was able to apply my knowledge and help solve the problem during our Microsoft training, where we were troubleshooting a technical issue, we encountered when we were doing our activity. Another moment that I consider a milestone was during the security awareness training for all the employees, in which we were included. They conducted a presentation as well as a quiz game at the end

of every section of the presentation. The quiz was conducted using Slido, which is an application where they have a leaderboard. It was an achievement for me when I was able to get to the top of the leaderboard. Another one was during our final activity for our Cisco training, where we created a network with 3 subnets consisting of 3 Cisco routers. It was a huge achievement for me, as I made a great contribution to completing the tasks. I helped them configure the routers and planned out what to do.

Furthermore, another milestone for me was during our preparation for our individual presentations. I was able to help some of my co-interns with their presentations. I shared them my thoughts and suggested ideas on what they can add on their presentations. It was a great milestone for me as we were able to collaborate and effectively completed our respective presentations.

Lastly, the biggest milestone I achieved during the internship was being able to deliver my presentation to the managers of Cerium. I really had a lot of worries at that time and I was really nervous about presenting in front of them. That time, Sir Patrick supervised us and helped us with our presentations. Thanks to my co-interns and Sir Patrick, I was able to gain some confidence and overcome my worries. Together with them, we practiced many times and provided valuable feedback to improve our presentations.

SUMMARY

From the internship, I gained unforgettable experiences and invaluable learnings. I had bad experiences but I also had a lot of good ones. One of the problems I experienced was the commute from the place where I was staying in Pasay to the company premises. It was really a hassle due to traffic, and it takes me more than an hour to get into the company, which causes tardiness. I somehow overcame it by adjusting my routine, I started waking up as early as 4 o'clock in the morning. In addition, one of the good experiences I had during the internship was when we had lunch and some of the employees approached and talked to us. They were very friendly and easy to talk to, they asked us to introduce ourselves as we talked about our plans for our future careers. They gave us valuable tips and shared their own experiences when they were also students and had their internship.

Furthermore, it was really a great achievement for me when I was able to complete our mock phone calls during our soft-skills training. I was able to improve my communication skills and my skills in speaking the English language. Through the initiatives of the company, like English Tuesday and Wednesday, where everyone is only allowed to speak in English, I was able to practice and improve my English communication. I learned new words and improved my communication skills.

Additionally, another good experience I had from the internship was when we got invited by Ma'am Emma Parole to eat lunch with the intake team. I was really nervous at that time, but everyone welcomed us, greeted us warmly, and introduced themselves to us. After lunch, we were also invited to join them in a relay game. We were divided into two groups, while Mr. Mark Jimenez and Ms. Emma Parole served as the coordinators of the game. Each team had to guess the given profession on each round where the member on the starting line received the message and it had to be passed on to every member in the

line by acting it out until it reached the last member, who had to guess what the message or profession was. Unfortunately, our team lost the game but I really had fun playing with everyone. I learned from the game the importance of teamwork and accuracy. I realized that it is important that every member of the team understands the work they are doing and shares a similar goal. For accuracy, it is important that you really understand the message before you send it to your other teammate. Just like when working in a company, you need to make sure that the information you share with your colleague is accurate, as it will affect your company as a whole.

Another achievement I had from the internship was expanding my career path. From our Cisco training, I learned how to use Cisco routers and deepened my knowledge about networks. The training equipped me with the fundamental skills and knowledge needed to be a Cisco engineer, which now enables me to consider taking the path to become one. In addition to being a Cisco engineer, I also learned more about cybersecurity. I learned what a SOC analyst is and the skills and qualities needed to become one. Having been exposed to the technologies and jobs from the internship gave me an idea of what to anticipate after I graduate from college and start my career. I gained valuable knowledge and experience that contributed to my growth as I prepared to pursue my chosen career path. Additionally, another achievement I had during our internship was being able to share my knowledge of web development during our training with the sales department. I contribute to explaining more about the SEO or search engine optimization and how it works on websites. It was an achievement for me because I was able to express my thoughts and contribute to our discussion, which I don't usually do.

Furthermore, one of the things I liked about Cerium is how they try to give their employees a work-life balance by allowing them to work from home. I also like how they

allot budgets for certifications. They give employees opportunities to take certifications like the CompTIA certification without spending their own money. For me, it's a great benefit, as it will enable and encourage their employees to gain more knowledge and expand their expertise. I also like how they have mentorship for employees, like how they have their engineers to mentor their colleagues from other departments to give them an opportunity to learn new skills.

Moreover, the internship experience at Cerium Networks was a transformative journey filled with learning, growth, and meaningful interactions. It showed me how broad the IT world is and helped me discover new career paths. One of the things I liked about the internship program at Cerium Networks was how they exposed us to all the departments in the company. In addition, they provided training where I gained fundamental knowledge on different technologies, such as Cisco, Microsoft, Avaya, and Genesys, for free. For me, their internship program is highly commendable, as it effectively equips students with the knowledge and skills necessary to prepare them for their future careers. However, if I were to suggest making their internship program better, I would suggest that they include more real-life work tasks where interns may actually do real work aside from training. I think it would also be better to add more hands-on activities to make it more engaging and effective than just having some demonstrations. Still, the experience I had from the internship program of Cerium will definitely be a memorable one for me as I go take on my own career. It prepared me for the future and made me more confident on taking on the career path that I will take.

PROOFS AND CERTIFICATES

DAILY TIME RECORD

-----o0o-----

Marlo A. Zafe

(Name)

For the month of **FEBRUARY**Official hours for arrival
and departureRegular days
Saturdays

Da y	A.M.		P.M.		Undertime	
	Arrival	Departure	Arrival	Departure	Hours	Minutes
1	8:00			5:01		
2	8:04			5:04		
3	7:31			5:04		
4	7:47			5:04		
5						
6						
7						
8						
9	8:00			5:01		
10	7:27			5:25		
11	8:16			5:00		
12	7:45			5:04		
13						
14						
15	7:55			5:01		
16	8:19			5:00		
17	8:00			5:00		
18	8:11			5:00		
19	7:51			5:01		
20						
21						
22	7:57			5:06		
23	8:02			5:00		
24	7:54			5:00		
25	7:57			5:01		
26						
27						
28						
29						
30						
31						
Total						

I certify on my honor that the above is a true and correct report of the hours of work performed, record of which was made daily at the time of arrival and departure from office.

VERIFIED as to the prescribed office hours:

In Charge

DAILY TIME RECORD

-----o0o-----

Marlo A. Zafe

(Name)

For the month of **MARCH**Official hours for arrival
and departureRegular days
Saturdays

Da y	A.M.		P.M.		Undertime	
	Arrival	Departure	Arrival	Departure	Hours	Minutes
1						
2						
3						
4	7:31			5:00		
5	7:46			5:00		
6	7:52			5:00		
7	7:41			5:00		
8	7:48			5:11		
9						
10						
11	7:50			5:03		
12	7:43			5:01		
13	8:00			5:07		
14	8:30			5:03		
15	7:56			5:10		
16						
17						
18	7:47			5:04		
19	8:09			5:11		
20	7:42			5:02		
21	8:00			5:01		
22	7:47			5:01		
23						
24						
25	8:02			5:02		
26	7:49			5:10		
27	7:44			5:00		
28						
29						
30						
31						
Total						

I certify on my honor that the above is a true and correct report of the hours of work performed, record of which was made daily at the time of arrival and departure from office.

VERIFIED as to the prescribed office hours:

In Charge

DAILY TIME RECORD

---o0o---

Marlo A. Zafe

(Name)

For the month of APRIL

Official hours for arrival
and departure

Regular days
Saturdays

Da y	A.M.		P.M.		Undertime	
	Arrival	Departure	Arrival	Departure	Hours	Minutes
1	8:05			5:00		
2	7:30			5:00		
3	7:45			5:00		
4	8:32			5:01		
5	7:48			5:03		
6						
7						
8	8:02			5:03		
9						
10						
11	8:09			5:01		
12	6:23			4:00		
13						
14						
15	7:55			5:01		
16	7:45			5:03		
17	7:55					
18	7:43					
19	8:01					
20						
21						
22	7:40			5:02		
23	7:33			5:05		
24	7:24			5:43		
25	7:36			5:00		
26	7:55			5:00		
27						
28						
29						
30						
31						
Total						

I certify on my honor that the above is a true and correct report of the hours of work performed, record of which was made daily at the time of arrival and departure from office.

VERIFIED as to the prescribed office hours:

In Charge

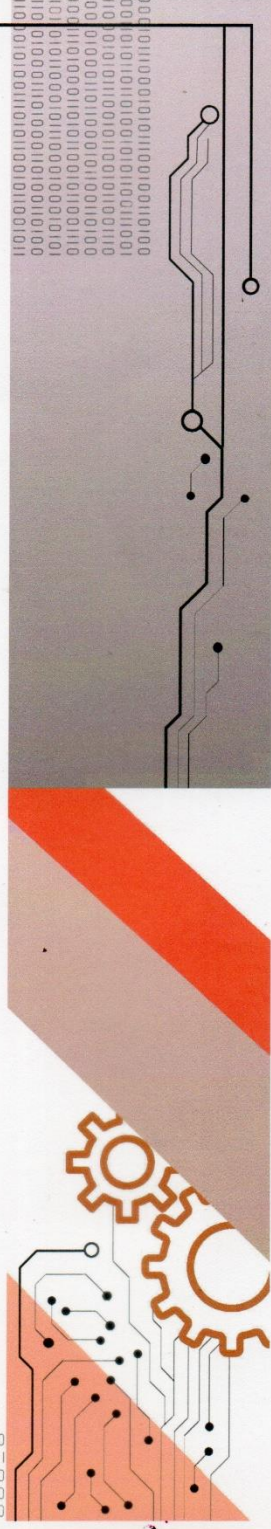
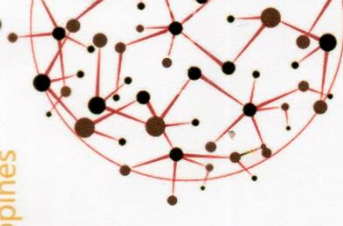
CERTIFICATE OF PARTICIPATION

Marlo A. Zafe

Is hereby acknowledged for completing the
Cerium Networks Philippines 480 hour internship program.
Given this 25th day of April, 2024 at Cerium Networks Philippines, Inc.
Unit 9-F Icon Plaza Bldg. 26th Street
Bonifacio Global City, Taguig City




JOHN HAPA
Asst. General Manager



Certificate

OF ATTENDANCE

This certificate is presented to:

Marlo A. Zafe

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

A student of College of Information and Communications Technology,
Catanduanes State University, has **attended a total of 24 hours** for the required
classes, seminars, and orientations before the deployment of the On-the-Job Training (OJT)
program from January 22, 2024 to February 2, 2024.

Given this 10th day of May 2024.


ABIGAIL DELLUZA-GUERRERO
SIP BSInfoTech Faculty Adviser


MA. EMMIE T. DELLUZA
Dean



SIP FORM 001

STUDENT INTERNSHIP PROGRAM (SIP) RATING SHEET

NAME: Mario A. Zate

PROGRAM: BSINFOTECH

MAJOR: _____

ADDRESS: Geopn Centro, Virac, Catanduanes

HTE'S EVALUATION OF STUDENT'S SUPERVISED INDUSTRIAL TRAINING

TO THE RATING OFFICIAL: This rating scale will show you how much the student has performed during his/her training with you. It is therefore requested that you rate him/her in each item and indicate the grade in the corresponding space, under **O (Outstanding)**, **VS (Very Satisfactory)**, **S (Satisfactory)**, **F (Fair)**, and **US (Unsatisfactory)**. Please write the grade. Do not just check under the scores. Thank you.

	O (1.0-1.25)	VS (1.26-1.75)	S (1.76-2.5)	F (2.6-3.0)	US (3.0)
I. PERSONAL ATTITUDES					
1. General appearance, poise, neatness, bearing and proper attire	<u>1.0</u>				
2. Attendance, regularity & punctuality				<u>2.6</u>	
3. Honesty, ethical & model of good character			<u>1.76</u>		
4. Cooperation and loyalty		<u>1.50</u>			
5. Initiative, resourcefulness & industry	<u>1.25</u>				
6. Dependability	<u>1.25</u>				
7. Tact, attitude towards suggestions		<u>1.26</u>			
8. Accuracy			<u>1.76</u>		
II. SHOP MANAGEMENT					
1. Skill in maintaining cleanliness/orderliness	<u>1.25</u>				
2. Skill in applying safety rules and regulation	<u>1.0</u>				
3. Skill in the proper use and upkeep of tools, machines and equipment	<u>1.0</u>				
4. Skill in maintaining the physical condition of shop/facilities	<u>1.0</u>				
III. HUMAN RELATION SKILLS					
1. Skill in maintaining harmonious relationships with supervisor/foreman	<u>1.0</u>				
2. Skill in maintaining congenial relationships with workers in the company	<u>1.0</u>				
3. Skills in maintaining congenial relationships with co-students or trainees	<u>1.0</u>				

REMARKS/SUGGESTION Should work on being more punctual in terms of tardiness. Other than that, he is a good presenter and can speak out his thoughts clearly. He is also respectful with his colleagues.

RATING OFFICIAL: PATRICK OLURA
(Signature over Printed Name)

DATE: April 26, 2024

POSITION: SOC Analyst / Cisco Engineer

Weekly Tasks

Week 1

I - Tasks: Employee Onboarding (Week 1)

Task1: HR Orientation (February 5)

- Discussion of the Company Policy
- Introduction to the company, its founder and other local employees in the Philippines.
- Orientation to the KnowBe4 Training

Task1 Instructed by: **Avon Maco Furog (HR)**

Task2: PH IT Orientation

- Introduction to the IT team and its members
- Creating Weekly Timecard
- Creating or raising a ticket
- Introduction to Cerium sharepoint
- Microsoft OneDrive Walkthrough
- Discussion of rules applied to company assets

Task2 Instructed by: **Mark Jesher**

Task3: Registration of Company Assets Assignment

- Listing the serial number of the assets assigned to us and submitting them to the IT Personnel.
- Signing Accountability Form

Task3 Instructed by: **Mark Jesher**

Task4: Soft Skills Training and Customer Service Training

- Soft skills
- Hard skills
- Personal Qualities
- Team work
- Time Management
- Problem Solving
- Activities about communication soft skills and personal qualities
- Personality
- Professionalism

- Work Ethics
- Phone Etiquette

Task4 Instructed by: **Emma Parole**

II – Experiential knowledge/Learnings Acquired:

During our first week of internship in Manila, I faced a big challenge getting to work. Life here is different from what I'm used to in Virac, and at first, it was hard to keep up. I quickly learned that I needed to adjust to the way things are done here. I had to wake up really early, around 4:30 AM, to get ready and leave the house as soon as possible to avoid traffic and be on time for work. In addition, the first thing that was discussed to us in the company was about having the right attitude as an employee. It is important to have the determination to arrive on time and have good character at work.

Furthermore, during one of our tasks about personal skills and qualities, I realized the importance of self-awareness. It's not only helpful for choosing your career path, but it also helps you appreciate yourself more and feel more confident. By understanding what you're good at and what you need to work on, you can improve yourself. For me, one area I want to improve is expressing myself better, and this internship is a great opportunity for me to work on that.

WEEK 2

I - Tasks:

Task1: Soft Skills Training (Feb. 12 - 14)

- Practice Phone Call with Co-trainees
- Business Email Etiquette
- Practice Phone Call with Ms. Emma

Task1 Instructed by: Ms. Emma Parole

Task2: IT Training (Feb. 15 - 16)

- Introduction to IT Support Engineer
- Introduction to compTIA certification
- IT Written Activity 1
- Assembly and disassembly of laptop
- IT Written Activity 2
- Assembly and disassembly of computer

- Representing and Identifying the Computer part being described

Task2 Instructed by: Mr. Patrick Lira

II – Experiential knowledge/Learnings Acquired:

In the second week of our internship, we did a lot of activities for our training and also had the opportunity to meet more of the company employees in person and learned about the job they do. Monday to Wednesday, we continue our soft skills training with Ms. Emma Parole. We had our practice phone call activity where we experienced playing the part of the customer and customer care support and learned the proper etiquettes for a phone call.

On the last day of our soft skills training which was on February 14, Wednesday, we met Ms. Emma Parole and the other employees in person for the first time. We had a brief introduction and we the trainees, each of us were assigned to a respective employee from the intake team and were given the chance to see and learn about their everyday work as an intake. I was assigned to Ms. Elaine and she explained a lot to me starting from the tools or software she uses and things she does. I learned from her that as an intake, she had to monitor alarms and make sure that every problem or issue she receives is handled and resolved properly. I also learned that each problem they receive has a particular code which helps to immediately identify what the problem needs, for example, the code 001 means that the intake needs to raise a ticket and assign an engineer to handle the problem. From their job, I realized the importance of accuracy and critical thinking. As an intake you need to accurately determine what to do and effectively apply a certain solution for a problem. After our observation task with the intake employees. We had our soft skills training class with Ms. Emma in person at the conference room. In the first part of our session, again we had a practice phone call but this time Ms. Emma was there watching us and I felt really nervous that time. We, the trainees, were partnered up to perform a phone call between a customer and customer care support based on the scenario given by Ms. Emma. In my experience playing the role of the customer care support, I learned that it is very important to be conscious of your tone when talking and make sure you maintain a friendly attitude throughout the call. During our phone call activity where I am the customer care support, I was having a hard time and got too focused on thinking up

a solution for the customer and I forgot about the tone of my voice. After the phone call, my co-trainees pointed out that I sounded like I was not enjoying the call. From their feedback, I realized that it was important to smile even if I am only talking through a phone because the other person on the phone can still know our expression just from the sound of our voice. Later on that day, we got invited to eat lunch by Ms. Emma with the Intake team and got to know all of their names. After lunch, we were also invited to join them in a relay game. We were divided into two groups while Mr Mark Jimenez and Ms. Emma served as the coordinator of the game. Each team had to guess the given profession on each round, the member on the starting line received the message and it had to be passed on to every member in the line by acting it out until it reached the last member who had to guess what the message or profession was. Unfortunately, our team lost the game but I really had fun playing with everyone. I learned from the game the importance of teamwork and accuracy. I realized it is important that every member in the team understands the work they are doing and shares a similar goal. For accuracy, it is important that you really understand the message before you send it to your other teammate, just like when working in a company you need to make sure that the information you share with your colleague is accurate as it will affect your company as a whole. After the game, we then continue our soft skills training and had practice phone call and that time Ms. Emma was the customer and we are the customer care support where we learned on how to pass a customer's call to another support like how to properly ask the customer that you will put the call on hold and what to say when you transfer the call.

On the last two days of the week, after the soft skills training we then had our IT training with Mr. Patrick Lira, an IT Support Engineer. During our training with Mr. Patrick, He introduced us to the compTIA certification, and shared his experiences as an IT Support Engineer. From our training, I learned more about being an IT Support Engineer, I realized it's not just an easy job like most of the people say. Their job is to help their customers with their technical problems but beside that they also have to fix technical problems in their company, they receive many tickets every day and they have to respond to it immediately. From our IT training, I learned more things in

assembling and disassembling both laptop and desktop pc. I also learned the importance of familiarizing myself with the different parts of a computer as it helps in troubleshooting issues.

III –Pictures



Figure 1 Assembling and disassembling a desktop computer



Figure 2 Playing the game: Identifying the computer part being described

Week 3

I - Tasks:

Task1: Introduction to EOS IT

- Daily life of EOS IT Support
- About EOS IT
- MSP (Manage Service Provider)

Task1 Instructed by: Jeff Principe

Task2: Daily check and monitoring

- Checking Network Devices
- Scanning for errors or incidents
- Investigating errors in servers and client's devices
- Monitoring Servers
- Code Data Protection Backup
- Checking of backup servers
- Creating tickets
- Backing up client's files
- Microsoft Services Backup

Task2 Instructed by: Jeff Principe

Task3: Threat Hunting (Research about EOS IT)

Task3 Instructed by: Jeff Principe

Task 4: Navigating through different tools or software used by IT Support Engineer in Cerium

- Create AD user
- Create M365 Account
- Remotely Connect to the server using RMM software
- Creating SharedMailbox in M365
- Check the active license in M365
- Create Distribution list
- Use SMS in 3CX
- Check the service health in M365

Task4 Instructed by: Jeff Principe

Task 4: Client and Server Configuration

- Installing VMWare
- Creating Virtual Machine using VMWare
- Installing Windows 10 Operating System
- Changing Hostname
- Creating local users
- Adding Password rules
- Restricting users from changing desktop background
- Creating Restore point
- Blocking access to a website

II – Experiential knowledge/Learnings Acquired:

On the third week of our internship in Cerium, we undergo with our IT Training from Mr. Jeff Principe and Mr. Mark Jesher Rono. From our IT training, I learned more about the company's IT engineers and how they operate using a number of tools or software to solve issues or tickets they receive. Additionally, I learned that it is very important to be flexible and be open to adapting to using different software and understand that each of the software is important and you need to familiarize yourself with them. Furthermore, I learned how to use some important features of

Microsoft 365 and how to use RMM software for conducting maintenance or fixes on a client's computer remotely.

During our IT training, I also learned how to set up a virtual machine using VMware software. In the created virtual machine, we were tasked to install Windows 10 OS and do a number of tasks. I learned how to create local users along with setting up configurations to their accounts. In addition, I learned how to manage user policy in Windows 10 such as adding password rules for all user accounts and preventing users from changing desktop backgrounds. Also, I learned how to create backup and restore points as well as blocking access to specific websites using hosts files in Windows OS.

Week 4

I - Tasks:

Task1: Lab Activity 1

- Windows Client Installation and Computer Configuration
- Windows Server 2016 Set-up and Installation

Task1 Instructed by: **Mark Jesher Rono (Microsoft Support Engineer)**

Task2: Meeting Discussion

- Centralized Management
- Authentication and Authorization
- Security
- Scalability
- Integration

Task2 Instructed by: **Mark Jesher Rono (Microsoft Support Engineer)**

Task3: Lab Activity 2 (Active Directory Installation and Configuration)

- Adding Roles
- OU, Users and Group creation
- Domain users delegation
- Adding Domain controller in an existing domain
- Create Security group

Task3 Instructed by: **Mark Jesher Rono (Microsoft Support Engineer)**

Task 4: Lab Activity 3 (Active Directory Installation and Configuration)

- Group Policy management
- Adding new Domain to an Existing forest
- DNS Zone Entries
- Installing RSAT Tools

Task 4 Instructed by: **Mark Jesher Rono (Microsoft Support Engineer)**

Task 5: Security Awareness Training

Task 5 Instructed by: **Rex Anonuevo (SOC Lead) & Floreen Ellorin (SOC Analyst)**

Task 6: Lab Activity 4 (Installation and Configuration AD DFS)

- Adding DFS Roles to 2 Active Directory
- Create namespace and set domain user permission
- Modify File Server Resource Manager
- Create new Replication Group
- Installing Windows Admin Center for Server Monitoring

Task 6 Instructed by: **Mark Jesher Rono (Microsoft Support Engineer)**

II – Experiential knowledge/Learnings Acquired:

During the fourth week of our OJT in Cerium Networks, we underwent Microsoft Training with Mark Jesher Rono, a Microsoft Support Engineer. From our training, I learned a lot of things about the windows operating system and gained fundamental knowledge to be a Microsoft Support Engineer. We had hands-on activities such as installing windows 10 as well as installing the windows Server 2016 operating system. I also experienced how to configure windows server, additionally I learned how to add roles, install the Active Directory Domain Services and the DNS or Domain Name Service. Furthermore, I learned about user delegation, adding domain controllers and creating security groups.

In our third lab activity for our Microsoft Training we learned about Group Policy Management in windows server. From this activity I learned how to restrict standard users from accessing the control panel, setting a lockout duration and preventing users from changing the desktop background. In addition, I also learned about DNS and how it enables one domain to reach other domains that are present in the network. Also we installed the RSAT Tools in a windows client computer and learned that it enables server management from a windows 10 computer.

From our Microsoft training, we also learned how to add DFS roles to two active directories and to create namespaces and setting domain user permission. We also experienced modifying the

file server resource manager and learned how to install windows admin center and how to use it for server monitoring.

Week 5

I - Tasks:

Task1: Server management (Tips for efficient management)

- Creating Drive Map using command Prompt
- Manage domain users using powershell

Task1 Instructed by: **Mark Jesh Rono**

Task2: Microsoft 365

- Create M365 account
- Manage M365 users using M365 Admin Center
- Create shared mailbox

Task2 Instructed by: **Nick Sebastian**

Task3: Microsoft Training Final Exam

- Server configuration and management
- Cloud Computing
- Microsoft 365

Task3 Instructed by: **Mark Jesh Rono**

Task 4: Youtube Video CCNA Course 200 - 301 Reviewer

Task4 Instructed by: **Ryan Escano**

II – Experiential knowledge/Learnings Acquired:

In the fifth week of our internship in Cerium Networks, we had our Microsoft training with Mr. Mark Jesh Rono. This week during our training with Mr. Jesh Rono, he taught us different methods for managing the domain server and its users. Mr. Jesh Rono taught us how to use the windows powershell for managing domain users like fetching user accounts, disabling and enabling accounts, changing and resetting account password, and etc.

Continuing with our Microsoft training, Mr. Jesh Rono handed us over to Mr. Nick Sebastian for the continuation of our Microsoft training. With Mr. Nick Sebastian we tackled Cloud

Computing and Cloud Computing products from Microsoft. Sir Nick taught us more about Cloud computing and explained how it actually works in a real life working environment. Furthermore, we experienced using the Microsoft Admin Center and had a laboratory activity from Sir Nick where we learned how to create M365 accounts and user management using the Microsoft 365 admin center.

For the last day of our Microsoft training, which was on Thursday, Mr. Mark Jesher Rono gave us our final exam which covered all the topics we discussed to assess the knowledge we gained from the training. The exam consisted of multiple choice, essay form and for the last part we were asked to draw a diagram to show a tree domain based on the instruction given. Later in the afternoon, we ended our Microsoft training and we were then handed over to Mr. Ryan Escano for our Cisco Training. Sir Ryan gave us lectures about cisco and also tips for our career in the future. He explained to us how employers actually pick applicants for a position. He explained to us that it will be really hard to land a job if we only have a degree and that having a certificate from CCNA or compTIA is a critical asset when applying for a position, especially as a fresh graduate and has no work experience.

Week 6

I - Tasks:

Task1: Subnetting Activities (Cisco Training)

- FLSM (Fixed length subnet mask)
- VLSM (Variable length subnet mask)

Task1 Instructed by: Mr. Ryan Escano

Task2: Configuring Cisco Switch Router

- Changing hostname
- Creating password
- Encrypting password
- Configuring date and time
- Configuring interfaces

Task2 Instructed by: Mr. Ryan Escano

Task3: Static Routing

- Configured 2 Cisco Switch router
- Assigned Static IP to both Cisco switch router
- Connected end device (laptop) in the network
- Test connection using Ping

Task3 Instructed by: Mr. Ryan Escano

II – Experiential knowledge/Learnings Acquired:

On the 6th week of our internship in Cerium Networks, we had our Cisco training with Mr. Ryan Escano. One important knowledge I acquired from the first few days of the week was about subnetting. Sir Ryan taught us how to do subnetting and how to use it when creating a network. From here, I now have a better understanding of the purpose of subnetting which is to make the network smaller which reduces the wasted IP addresses when setting up a network.

Another great experience I had this week was configuring a Cisco switch router. I learned that unlike other switches, the Cisco switch can also be used as a router. From the tasks we did with the Cisco Switch Router, I learned how to configure it using its CLI and had a better grasp of how it works.

This week, we also had an activity where we created a network using static routing with 2 Cisco Switch Router and an end device or a laptop. One unforgettable experience and learning I had here in this activity was when we were kinda scolded by Sir Ryan for not being able to follow the network design that he gave us. Sir Ryan said that it is very important to follow the network design especially in an actual scenario where we are working as the network engineer and we did not follow the network design given by the network architect, it will cause commotion and we will have a problem with the architect or even worse. For me, it was a very important lesson for us and from my observation, our failure of not being able to complete the task properly was because the four of us, interns, lacked teamwork which we should be working on improving.

Week 7

I - Tasks:

Task1: Cisco Training (Cisco Router Configuration)

- Access List
- Network Address Translation
- DNS
- DHCP

Task1 Instructed by: **Ryan Escano**

Task2: Cisco Training Final Exam (Creating a working network)

- Subnetting using VLSM
- Cisco Router Configuration
- Static Routing
- Access list
- NAT
- DNS
- DHCP

Task2 Instructed by: **Ryan Escano**

II – Experiential knowledge/Learnings Acquired:

On the 7th week of our internship, we underwent with our Cisco Training under Mr. Ryan Escano. Sir Ryan demonstrated how to configure network address translation in the Cisco Router and how to connect it to the internet. We learned that the network address translation is a way to map private ip addresses inside a private local network to public ip addresses before entering the internet and that without it, the end devices connected to the local network will not be able to access or connect to the internet. Additionally, we also learned about configuring DHCP in a Cisco router, using DHCP every computer or laptop connected to the network will obtain an IP address automatically from the router.

This week, we also had our practical exam for our Cisco Training instructed by Mr. Ryan Escano. Sir Ryan tasked us, the interns, as a group to create a network that is divided into 3 sub networks and consists of 3 routers. The network to be created needs to have static routing, must be connected to the internet and has DHCP. In this exam, we were able to apply all the learning we

gained from this training, we were able to learn and also experience subnetting, configuring a cisco router and most importantly creating an actual network.

Week 8

I - Tasks:

Task1: COS Triage and Genesys Cloud

Task1 Instructed by: **John Gabriel Solero**

Task2: COS Cisco

Task2 Instructed by: **April Dela Cruz**

Task3: COS Avaya

Task3 Instructed by: **Archie Ty**

II – Experiential knowledge/Learnings Acquired:

On the 8th week of our internship in Cerium Networks, we had our COS Training from the COS team. First learned about the COS Triage and Genesys Cloud from Sir John Gabriel Solero who specializes in Genesys technology and is one of the COS Triage. We learned that COS Triage is a team that supports one of the clients of Cerium. They provide telephone systems and customer support.

In addition, we learned about the different technologies used for telephone systems that Cerium provides such as Genesys, Cisco and Avaya. For Cisco, Ma'am April Dela Cruz walked us through the platform or software that she used for managing Cisco Telephone System and showed us how to create extensions in a telephone system, pickup group, and voicemails.

Lastly, Sir Archie Ty, walked us through Avaya Phone System. The same with Ma'am April Dela Cruz, Sir Archie showed us how to create extensions, pickup groups and voicemails. The difference between the two technologies is that in Avaya, they use a command line for managing the phone system where in Cisco they use GUI or graphical user interface.

Week 9

I - Tasks:

Task1: COS Avaya Training (Monday)

- Walkthrough to tools and Software
- Ticket handling

Task1 Instructed by: Jeffrey Barao

Task2: COS Avaya Training (Tuesday)

Task2 Instructed by: Jeffrey Barao

Task3: COS Avaya Training (Wednesday)

Task3 Instructed by: Jeffrey Barao

II – Experiential knowledge/Learnings Acquired:

On the 9th week of our internship in Cerium Networks, we underwent training in Avaya technology with Mr. Jeffrey Barao. He showed us what Avaya engineers do, and the platforms or tools that they use. We learned that his job as Avaya engineers covers a lot of work and how they have to solve many tickets.

This week, we only had our COS Avaya training until Wednesday as Sir Jeffrey gave us the two remaining days as rest days and that we can do our other tasks. Also on Friday we learned something valuable when Sir Jigs, one of the employees in the office approached us saying that the HR is looking for us as they have noticed that we haven't been online for a few hours. Sir Jigs told us that we must at least open our computers even if we don't have any work to do because it is being monitored. Later on that day, we had a meeting with the SOC team hosted by Sir Rex. In the meeting we met, some of the members of the SOC team that will be instructing us next week.

Week 10

I - Tasks:

Task1: SOC Team Security Training Day 1 (Introduction)

- Expectations
- Training Timeline
- Cybersecurity Professional Skills

Task1 Instructed by: Rex Anonuevo

Task2: SOC Team Security Training Day 2 (Incident Response)

- SIEM (Security Information and event management)
- Incident Response

Task2 Instructed by: Flooreen Ellorin

Task3: Meeting with Mr. Justin Nix (SOC Manager)

Task3 Instructed by: Rex Anonuevo

Task4: SOC Team Security Training Day 3 (Threat Hunting)

- Benefits of Threat Hunting
- Phases of Threat Hunting
- Tools Used in Threat Hunting

Task4 Instructed by: JohnDave Albasaldo

II – Experiential knowledge/Learnings Acquired:

On the 10th week of our internship in Cerium Networks, we had our Security Training with the SOC Team. For the first day of our security training we had Mr. Rex Anonuevo to mentor us. Sir Rex discussed the outline of our training. He also told us how he got into the IT Field and gave us some tips on how we can also have our career in IT. The same with others, he also pointed out the importance of certifications as how it can give us an edge when we apply for a job in IT. On the second of our Security Training, we then have Sir Karl to mentor us about Incident response. We learned about the SIEM or Security Information and Event Management, which is a software they use to manage and address security threats in the company.

On Friday, Sir Rex Anonuevo had set us a meeting with the SOC Manager, Mr. Justin Nix which was scheduled at 7 AM. It was really a learning experience for all of us, we made a few

mistakes pointed to us by sir Rex. One of them was being late, he said that we should have arrived 15 minutes before the meeting, which some of us were not able to do. Also he said that in a meeting we should bring a paper and a pen to take note of important details from the meeting and it also shows our interest in the meeting. Lastly, he pointed out that we should have prepared questions before the meeting. Later on that day we also had the third day of our security training with Mr. JohnDave Albasaldo. Sir JohnDave discussed Threat hunting and demonstrated how they actually do it as a SOC analyst. We learned about the tools they used such as alienVault, cyberchef and rapid7.

Week 11

I - Tasks:

Task1: SOC Training (Cybersecurity Fundamentals)

- Importance of Cybersecurity
- Defense-In-Depth Approach
- Threat Actors
- Types of Cyber Attacks

Task1 Instructed by: Rex Anonuevo

Task2: SOC Training (MITRE Attack and OSINT)

- MITRE Attack Framework
- Importance of OSINT
- OSINT Tools and Techniques

Task2 Instructed by: Rex Anonuevo & Paolo Gabriel

Task3: SOC Training Final Exam (Impromptu Speech)

- MITRE Attack Framework
- Importance of OSINT
- OSINT Tools and Techniques

Task2 Instructed by: Rex Anonuevo & Paolo Gabriel

Task4: Sales Training (Introduction)

- Importance of Sales
- Types of Prospecting
- Sales leads and Clients
- Common Sales Objections
- Price Margin and Profits
- Sales vs Marketing
- Sales vs Business Development

Task3 Instructed by: Rosalia Agabin

Task4: Sales Training (Tools used in Sales)

- ODOO CRM

Task3 Instructed by: Leonard Jyggs

Task5: Sales Training

- How to contact leads
- Proper Sales phone call

Task3 Instructed by: Sharmaine Sison

II – Experiential knowledge/Learnings Acquired:

In the eleventh week of our internship we had SOC Training with Sir Rex Anonuevo about the fundamentals of Cybersecurity. We learned about the defense-in-depth approach which is about implementing a multi-layered security to achieve a more effective defense anticipating inside attacks which refers to the attacks that happen from inside. We also learned more about the different types of threat actors along with the different types of cyberattacks.

Also with our Training with the SOC team, they also taught us about the MITRE Attack Framework and OSINT or open source intelligence. We tackled the adversaries techniques and tactics in the MITRE attack Framework and how this framework is actually used in real life scenarios. At the end of our training with the SOC team, we had a final exam where we were tasked to have an impromptu speech or presentation about the learnings we gained from the training. From that task I learned how important it is to be calm so that I can articulate ideas and thoughts better.

After our training with the SOC team, this week we also started our training with the Sales team. Ma'am Rosalia, the sales manager, introduced to us what sales is all about, she showed what they do in Sales. We learned how they contact their customers where she discussed a step by step process on how it is usually done. In addition, sir Jygss showed us the CRM that they use which is the ODOO, it has a number of tools that are used in sales such as for creating quotations and for managing sales records. Also, ma'am Sharmaine discussed how they do phone calls with their customers. She taught us how to have a proper conversation with clients like what to do and what

to avoid. We need to avoid overwhelming them with questions, and make sure that we really understand the product or service that we are offering or selling to the customer.

Week 12

I - Tasks:

Task1: Sales Training (Marketing)

- Branding
- Reaching customers through Website and social media platforms
- SEO

Task1 Instructed by: Armand Manguiat

Task2: Final Presentation Preparation

- Create a topic
- Create draft or script for the presentation
- Dry run or rehearsal

Task2 Instructed by: Patrick Lira

Task3: Final Presentation

- Presentation
- Question and answer
- Feedbacks and suggestions
- Certificate of completion awarding

Task3 Instructed by: Patrick Lira, Emma Parole. John Hapa and Rosalia Agabin

II – Experiential knowledge/Learnings Acquired:

The 12th week of our internship is the last week of our stay in Cerium Networks. On monday, we had the last day of our sales training where we talked about marketing with sir Armand. He taught us the concept of marketing which is about reaching out to customers through various methods of advertisement. We learned how they operate their company's website and how they optimized it with SEO practices. He also showed how they do marketing through social media platforms like facebook and linkedIn. On Facebook, they pay to boost their facebook page's posts and reach as many people as possible. In addition, sir Armand showed us how he interacts with potential customers. We learned that in marketing, first you need to present your company to the

customer. The first objective is to make them know about your company and not about making a sale as soon as you reach out to them.

On the next following days after our sales training, we then started preparing for our final presentation with sir Patrick Lira guiding us. First, we were asked to create a topic for our individual presentation that should be about the most impact that the internship had on us. As soon as everyone settled with their own topics, sir Patrick then asked us to create the draft or outline for our presentation. We then had rehearsals, polishing our scripts and practicing the way we deliver our presentation. During our preparation for our presentation, I realized the importance of feedback. Each of us gives feedback about our presentation which helps us to know what to change or improve. On Thursday, we had our final presentation and from there we did our best and completed our individual presentations.