WILHELM MARK L. BESA

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Email   mark.besa02@gmail.com
Birthday   February 2, 1996
Nationality Filipino
Gender   Male
Civil Status Married

Education

2012 – 2013
Bachelor of Science in Internal Auditing, *Far Eastern University – Manila*

2013 – 2017
Bachelor of Science in Information Technology, *De La Salle University Dasmariñas*

Certification/Seminars

- Cisco Certified Network Associate
- Network Automation using Python Scripting
- Network and Network Security
- Linux Security and Hardening, The Practical Approach

Skills

- Bash Scirpting, Python Scripting, Python 3 for Network Automation, Flask, Nodejs, Javascript
- Creating APIs REST or SOAP
- Git and Github
- Installing Linux distribution such as Ubuntu and CentOS to physical servers and cloud servers (Setting hostname, network, disk mounts, sudoer access, DNS, SSH, management etc.)
- Ansible
- Docker Compose and Docker Networking
- Linux Security
- RAID 0,1,5,6 and 10 on physical server
- Database (MySQL, PostgreSQL and MongoDB)
- Local Area Network, Wide Area Network, Wireless Network, Long Range Networking and Cloud based networking (AWS, Digital Ocean and Linode)
- Virtualization (VMware ESXi 6.7, Virtual Box, Kernel-based Virtual Machine)
- Routing Protocols (EIGRP, OSPF and RIPv2)
- Switch Configurations (VLAN, VLAN, RSTP, Trunking, Access, Hybrid)

- Setup and Configure Access Points and Access Controller
- Setup and Configure VoIP phones, analog phone and GSM gateways
- Configure Failover, HSRP and Load Balancing
- Configure PPTP, IPsec and L2TP
- Hardware troubleshooting such as system units, laptop, printers, raspberry pi and servers
- Software Defined Networking/SD-WAN
- Network Vulnerability Assessment and Penetration Testing using Nmap or Zenmap

Professional Experience

January 28, 2019 – Present
Network Administrator and Site Engineer, *Sysnet Integrators Incorporated – Makati*
Duties and Responsibilities:
- Monitor the stability of the company's internal network.
- Perform system maintenance and upgrades including patches, service packs, hot fixes and security configurations.
- Install, configure, support and maintain clients parking systems.
- Create bash or python script to create logs, email, connect to API, create API, automatic backup or queries to databases.
- Closed trouble tickets quickly and efficiently.
- Troubleshoot failed drivers, warnings and unscheduled reboots.
- Summarized incident resolution for future reference.
- Install and upgrade internal and third-party software.
- Prepare productivity reports for Operation and Maintenance Head.
- Increase knowledge base for help desk staff by authoring documentation for system configuration and troubleshooting.
- Configure network to ensure smooth and reliable operation to meet business processes and objectives.
- Manage software and hardware issues.
- Plan, coordinate and implement network security measures.
- Configure, monitor and maintain email applications and virus protection software.
- Support Aruba, Nokia, BoryNet and MikoTik routers, switches, wireless access point, access controllers and cloud controllers.
- Create bash scripts to schedule daily backups, daily reboot, logs, queries and emails.
- Perform queries to update, insert, delete or collect data.
- Identify issues and perform backups, system builds and image updates.
- Review network settings and make immediate updates.
- Diagnosed and resolved hardware, software and network problems and replace defective components.

- Plan and create flow charts and process flow.
- Perform site visits before designing a wireless setup.

April 2, 2018 – October 10, 2018
Technical Support Engineer, *Sunley Technology Corporation – Makati*
Duties and Responsibilities:
- Collaborate with partner vendors to locate replacement components and resolve problems.
- Respond to support request from clients to solve basic troubleshooting tasks.
- Coordinate with system partners such as Raisecom and CTCU to finalize configuration and design.
- Removed malware, ransomware and other threats from laptops and desktop systems.

Operating System
- Windows (XP, Vista, 7,8,10)
- Linux (Ubuntu, Redhat, Raspbian, CentOS, Kali Linux)

Languages
- English
- Filipino

Personality
- Always on time
- Can work overtime
- Flexible
- Team player
- Hard working
- Good Attitude
- Understandable

Character Reference
- **Teodoro Bagtas** - *Operation and Maintenance Manager, SysNet Integrators Inc.*
- **Jerry Marc Hermoso** - *Sr. Web Developer, SysNet Integrators Inc.*
- **Jon Axl Amparo** - *Network Administrator, SysNet Integrators Inc.*