**WILHELM MARK L. BESA**

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**Email** [mark.besa02@gmail.com](mailto:mark.besa02@gmail.com)

**Birthday** February 2, 1996

**Nationality** Filipino

**Gender** Male

**Civil Status** Single

**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
* Introduction to Network and Network Security
* Linux Security and Hardening, The Practical Approach
* Introduction to NAS and SAN Storage
* Ubuntu Linux Server

**Skills**

* Bash Scripting
* Linux Security
* Python Scripting, Python 3 for Network Automation
* Git and Github
* Docker Compose
* Database design and queries (MySQL and PostgreSQL)
* Local Area Network, Wide Area Network, Wireless Network, Long Range Networking and Cloud based networking (AWS, Digital Ocean and Linode)
* 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
* RAID 0,1,5,6 and 10 on physical server
* Virtualization (VMware ESXi 6.7, Virtual Box, Kernel-based Virtual Machine)
* Installing Linux distribution such as Ubuntu and CentOS to physical servers and cloud servers
* Hardware troubleshooting such as system units, laptop, printers, raspberry pi and servers
* Software Defined Networking/SD-WAN
* Adobe Suites (Photoshop, Illustrator and After Effects)
* 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.
* 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.
* Create Bill of Quantities for customers.
* 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, 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.*