MARK SEMFRED MARTINEZ

NETWORK & SYSTEMS ENGINEER

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PORTFOLIO
https://msemfred.github.io/portfolio

PROFILE

Versatile Network & Systems Engineer with expertise in enterprise networking, cloud services, and IT security. Skilled in WAN/LAN design, wireless optimization, and multi-vendor infrastructure management, combined with hands-on experience administering Microsoft 365, Azure, and SharePoint environments. Adept at ensuring secure, compliant, and high-performing IT systems across diverse platforms

EDUCATION / CERTIFICATES

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

Columban College
2008-2012

**Issued 2020
CNSS Certified
Network Security
Specialist**

ICSI (International CyberSecurity Institute), UK

SUMMARY OF KNOWLEDGE

- Networking & Security
  - WAN & VPN Technologies
    - SD-WAN deployment and optimization
    - Site-to-Site VPN, VPN tunnels, SSL VPN, IPsec VPN
    - Quality of Service (QoS) for traffic prioritization
  - LAN & VLAN Management
    - VLAN design, segmentation, and trunking
    - IP addressing scheme planning (IPv4)
    - DHCP and DNS configuration and management
  - Routing Protocols
    - OSPF, EIGRP routing configuration
    - Static and dynamic routing
    - NAT, PAT, and load balancing
    - Spanning Tree Protocol (STP), Rapid STP (RSTP) ,LACP
  - Firewall & Network Security
    - Firewall configuration (stateful inspection, next-generation firewalls)
    - Intrusion Detection and Prevention Systems (IDS/IPS)
    - Access Control Lists (ACLs)
    - Web filtering, application control, threat prevention
  - Wireless Networking
    - Wireless Standards & Optimization
    - 802.11a/b/g/n/ac/ax wireless standards
    - Channel planning, signal optimization
    - Fast roaming, band steering, and airtime fairness
    - Captive portal creation, SSID segmentation, guest Wi-Fi isolation
    - Wireless site surveys and heatmap analysis for AP placement and interference mitigation
  - Wireless Security
    - WPA2/WPA3 encryption, MAC filtering, PPSK
    - RADIUS authentication, rogue AP detection
    - Segmentation of guest and corporate networks
  - Enterprise Wireless Management
    - Centralized wireless controller management
    - Multi-SSID deployment and policy enforcement
    - Monitoring and troubleshooting wireless performance

Certifications (sidebar)

NSE 2 Network Security Associate
Fortinet, Inc

NSE 1 Network Security Associate
Fortinet, Inc

CCNA Exploration: Network Fundamentals/Routing Protocols & Concepts
Cisco

Kaseya Certifications

- **Certified Technician in Kaseya 365**
- **Certified Technician in Autotask PSA**
- **Certified Technician in Datto Cybersecurity**
- **Certified Technician in Datto RMM**
- **Certified Technician in Saas Protection**
  Kaseya

Transition to Management
Target Organizational Performance Solutions

Basic Occupational Safety and Health (Safety Officer 2)
DOLE

Occupational first aid and basic life support - cardiopulmonary resuscitation with aed training
Philippine Red Cross

- Monitoring & Reporting
  - PRTG Network Monitor, SNMP-based monitoring
  - Network performance reporting: throughput, latency, jitter
  - Capacity planning and SLA compliance reporting
- Cloud & IT Systems Administration
  - Administer and manage IT systems including Microsoft Azure, SharePoint, devices, distribution lists, Exchange Online
  - Configure and maintain SharePoint environments
  - Administer devices with deployment, configuration, security, compliance
  - Manage distribution lists
  - Administer Exchange Online services
  - Manage users in Azure AD
  - Implement MFA, conditional access, identity protection
  - Troubleshoot Microsoft 365, Azure, SharePoint, devices, distribution lists, Exchange Online
  - Active Directory Server: Domain controller management, user/group administration, OU design, replication, DNS integration
  - Group Policy Management: Policy creation, deployment, and enforcement for security, compliance, and device configuration
  - SQL Server Administration: Database setup, backup/restore, query optimization, user permissions, integration with applications
- Multi-Vendor Experience
  - Aruba, Fortinet, Cisco, TP-Link Omada Controller
  - Ubiquiti UniFi
- MSP Platform Expertise & Certifications
  - Strong knowledge of MSP platforms including Kaseya & Connectwise.
  - Kaseya Certified Technician in Kaseya 365
  - Kaseya Certified Technician in Autotask PSA
  - Kaseya Certified Technician in Datto
  - Kaseya Certified Technician in Datto RMM
  - Kaseya Certified Technician in SaaS Protection
  - Experienced in automation, monitoring, endpoint management, and service desk workflows across MSP platforms

WORK EXPERIENCE

IT Officer
Aolly Homes| July 2025 - Present

- Managed a wireless enterprise environment by configuring TP-Link Omada Controller for centralized network administration and access point deployment, while implementing and monitoring Fortinet firewalls to enforce security policies and protect infrastructure. Administered the organization's tenant–using wecom admin console(counterpart of 365 admin and google workspace), and admin services–ensuring smooth user access, license compliance, and security. Handled software license inventory, optimized

wireless coverage and performance, and provided technical support and troubleshooting across network, systems, and Microsoft services. Supported customers in all aspects of information technology, delivering reliable solutions and ensuring operational continuity

Level 2 IT Support
Core Connections | October 2024 - December 2024

- Served as the escalation point for all incidents that Level 1 support could not resolve, providing advanced troubleshooting across hardware, software, and network environments. Conducted root cause analysis to address complex technical problems, monitored IT systems to proactively prevent issues, and delivered direct support to end users. Created technical documentation and knowledge articles to assist other support tiers, while mentoring Level 1 staff to improve their skills and efficiency in a 24/7 operational environment

Technical Support Specialist
Intercard Inc | March 2024 - October 2024

- Provided technical support for Intercard, a leading provider of cashless technology solutions for the amusement and entertainment industry. Supported clients through ConnectWise ticketing, configured and installed MySQL Studio, Windows Server, access points, and Intercard POS systems both on site and remotely via ScreenConnect. Managed VPN connectivity across multiple platforms (Windows, Cisco, Ubiquiti, PFsense, GlobalProtect, etc.), and ensured reliable POS operations, reporting, and system performance in a 24/7 environment.

IT Officer
Intelligent Outsourcing Inc| Nov 2019 - March 2024

- Administered and managed enterprise IT systems and services including Microsoft Azure, SharePoint, Exchange Online, and organizational devices. Oversaw Azure cloud resources such as Microsoft Entra ID (Azure AD), managing user accounts, groups, permissions, and security features including multifactor authentication (MFA) and conditional access. Configured and maintained SharePoint environments, and ensured secure deployment and compliance of desktops, laptops, and mobile devices through Endpoint Manager. Managed distribution lists, mailboxes, and permissions within Microsoft 365, while monitoring vulnerabilities and enforcing protection policies via Microsoft Defender. Provided technical support and training to end users, enforced governance and compliance policies, and collaborated with cross functional teams to deliver IT projects, upgrades, and migrations. Ensured operational reliability through proactive troubleshooting and best practice administration across all platforms

Network Support Specialist
Teleempire Incorporation | Feb 2017 - Nov 2019

- Installed, configured, and maintained Cisco switches, routers, and VoIP systems, with advanced VLAN setup and routing implementation. Applied IP addressing, subnetting, and routing concepts with proficiency in protocols including OSPF and EIGRP. Strengthened and maintained network security by implementing and managing Fortinet firewalls, ensuring reliable and secure infrastructure operations

Part Time College Instructor
Gordon College | Aug 2019 - Dec 2019 / Aug 2021 - Dec 2021

- Taught IT subjects including Network Security, Software Testing, Advanced Networking, and Information Security Awareness as a part time instructor at Gordon College. Delivered lectures, guided practical exercises, and supported students in developing technical knowledge

Network Administrator
Our Lady of Lourdes Intl Medical Center | Jan 2016 - Jan 2017

- Maintained and administered the hospital's IT infrastructure, including servers hosting critical medical software, network hardware, and core applications. Configured, monitored, and maintained switches, routers, and firewalls to ensure secure and reliable connectivity across departments. Diagnosed and resolved hardware, software, and network faults, implemented IP addressing, subnetting, and access controls to optimize performance and security, and prepared documentation and reports to support IT operations and compliance. Oversaw system upgrades and deployment of new hardware and software to ensure smooth integration into hospital workflows

Technical Support Specialist
Coca Cola Bottlers FEMSA | Feb 2015 - July 2015

- Maintained and administered IT hardware and software across two plant sites, ensuring reliable operations and minimal downtime. Diagnosed and resolved hardware, software, and network faults, while configuring and testing new systems to meet operational requirements. Provided technical assistance through remote support, telephone, and on site visits, and prepared procedural documentation and reports to support IT processes and compliance

IT Staff - IT Officer(Promoted)
Ayala Land Premier(ANVAYA COVE) | Feb 2013 - May 2014

- Maintained and administered all information technology hardware and software, including membership, accounting (CMS Legato), property management, and POS systems (Infrasys), ensuring services met client expectations. Configured and tested new hardware and software deployments, maintained the club's card printer for members and guests, and implemented network policies to control web access, bandwidth usage, application control, and VPN access using FortiGate firewalls. Provided technical support through documentation, reporting, and troubleshooting to sustain secure and efficient IT operations.

REFERENCE

Chester Lacsa , CCNA/CCNP
Former IT Manager at Tele empire , now Senior Network Engineer at Fluent Trade Tech
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