

# NEIL DARYL D. BENITEZ

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## PROFESSIONAL SUMMARY

Hands-on NOC / Network Engineer with experience in **network monitoring, traffic management, troubleshooting, and field deployment**. Proficient in **LAN/WAN setup, IP addressing, subnetting, and VPN (Fortigate) access management**. Skilled in **deploying, configuring, and aligning radios and wireless equipment**, and managing **client network subscriptions**, including **bandwidth/MBPS upgrades and downgrades**. Provides effective **on-site client support**, including **ticketing, incident reporting, and deployment configuration**.

## WORK EXPERIENCE

### NOC / Network Engineer

*HTech Corporation* | Lower Ground, Richville Corporate Tower, Madrigal, Alabang, Muntinlupa City

October 6, 2025 - Present

- **Network Monitoring** – Continuously monitor client networks, including **routers and radios**, to detect downtime or connectivity issues.
- **Traffic Monitoring & Reporting** – Monitor client **inbound and outbound traffic**; notify clients when bandwidth is nearing limits or fully consumed to prevent network disruption.
- **Basic Troubleshooting Guidance** – Provide **instructions to clients** for initial fixes, such as **checking modem status, restarting devices, or replacing patch cables**, before escalating to onsite support.
- **Client Support** – Assist a diverse range of clients including **BPOs, hotels, hospitals, police agencies, and government offices**.
- **Ticketing & Action Tracking** – Create and update **tickets** in the request tracker for all client issues, recording each transaction until resolution.
- **Incident Reporting** – Prepare **incident reports** for clients, documenting network outages or disruptions, including causes and resolutions.
- **Subscription Changes & Configuration** – Manage client network subscriptions by configuring **installed or newly deployed devices**, performing **bandwidth or MBPS upgrades and downgrades** (temporary or official), and ensuring proper **network functionality**.
- **Site Survey & Deployment Preparation** – Conduct **site surveys**, complete necessary documentation, and plan for **field deployment**.
- **Field Deployment & Radio Installation/Configuration** – **Configure, install, and re-align radios and modems**; perform **tower and rooftop climbs** for optimal wireless coverage; ensure proper network setup before handing over to the client.
- **Free Wi-Fi Deployment** – Deploy and maintain **DICT Free Wi-Fi systems for client-managed barangays across MIMAROPA and CALABARZON**, ensuring reliable public access in all assigned areas.

### Field Engineer / ATM Technician

*One Point Contact Inc.* | 833 Felipe Pike St., Bagong Ilog, Pasig City

February 20, 2024 - May 22, 2025 (1 Year and 3 Months)

- **ATM Servicing** – Hands-on servicing of ATMs for multiple clients nationwide, including **BDO, Metrobank, PSBank, EastWest Bank, PNB, PBCOM, and 7-Eleven/7Banks**, traveling across the Philippines.
- **Technical Diagnosis & Troubleshooting** – Physically diagnose and resolve technical issues, including **no power, no display, card reader errors, receipt printer errors, cash dispensing failures, and online/internet connectivity problems**.
- **Parts Replacement & Hardware Upgrades** – Replace faulty parts and consumables, perform rewiring, and conduct hardware upgrades on-site to restore full ATM functionality.
- **Preventive Maintenance** – Conduct hands-on preventive maintenance, including replacing consumables, cleaning components and sensors, and checking system integrity to reduce breakdowns and extend ATM lifespan.
- **On-site Software & Configuration** – Execute on-line configuration after **corrupted HDD replacement or reimaging**, including **configuring IP/network parameters** and performing software updates on-site.
- **Client Site Management** – Manage multiple client sites, providing field backup support including holidays and weekends to ensure minimal downtime and high client satisfaction.

## IT Support Intern

**The Seashore Beach Club, Inc.** | Entrata Urban Complex, Civic Dr, Filinvest, Alabang, Muntinlupa City

April 11, 2023 - June 30, 2023 (2 Months)

- **Wireless Network Configuration** – Configured and deployed wireless networks by connecting to the internet service provider and setting up **Tenda devices**, extending Wi-Fi coverage across guest rooms, and implementing **time-based access control** for internet usage.
- **CCTV Cabling & Infrastructure** – Installed and organized cabling for CCTV systems, including molding and routing, ensuring infrastructure readiness for **security camera deployment**.
- **Phone Line Management & Troubleshooting** – Performed phone line organization and troubleshooting, applying **color coding** and verifying connectivity from guest rooms to the front desk.
- **Website Development & Deployment** – Developed and deployed a functional website using **HTML, CSS, PHP, JavaScript, Bootstrap**, and **MySQL**, enhancing the resort's online presence and accessibility.

## TECHNICAL SKILLS

- **Network Monitoring** – Continuously monitors network performance and traffic to ensure stable and secure connectivity.
- **Incident Handling** – Detects, troubleshoots, and resolves network and system issues efficiently.
- **LAN/WAN Setup & Configuration** – Configures local and wide area networks for enterprise clients.
- **IP Addressing, Subnetting & Network Segmentation** – Plans and implements addressing schemes for optimal network performance and security.
- **Wi-Fi Deployment & Configuration** – Deploys and configures wireless networks for reliable coverage.
- **Radio Antenna Installation & Wireless Link Setup** – Installs, aligns, and configures radio antennas for optimal wireless connectivity.
- **Network Cabling** – Lays, organizes, and prepares **CAT5/6 cables** and **optical fiber** for network and CCTV systems, ensuring proper infrastructure setup and reliable connectivity.
- **Computer Assembly & Component Replacement** – Builds PCs and replaces faulty components.
- **Computer Operating System Installation** – Installs and configures **Windows** and **Linux OS**.
- **Computer Repair & Troubleshooting** – Diagnosing hardware and software issues, restoring full functionality.
- **ATM Maintenance & Servicing** – Performing hands-on ATM servicing, preventive maintenance, and parts replacement.
- **Field Service & On-site Client Support** – Installing, maintaining, and troubleshooting network equipment and devices on-site.
- **Programming & Web Development** – Proficient in **HTML, CSS, PHP, JavaScript, Java, C++, and MySQL**.

## PROFESSIONAL SKILLS

- Problem Solving & Critical Thinking
- Client Service & Relationship Management
- Independent Work & Team Collaboration
- Fast Learning & Adaptability
- Time Management & Task Prioritization
- Tech-Savvy & Computer Literate
- Positive Work Attitude & Strong Interpersonal Skills

## EDUCATION

### Bachelor of Science in Computer Engineering

(*Best in OJT Awardee*)

*Lyceum of Alabang | Tunasan, Muntinlupa City*

July 31, 2023

### Senior High School Diploma - (ICT) Information and Communication Technology

*Lyceum of Alabang | Tunasan, Muntinlupa City*

April 12, 2019

## CERTIFICATIONS

- **Cisco Networking Academy: Networking Basics**  
*Certificate of Course Completion*  
*November 25, 2025*
- **TESDA National Certificate Level II: Computer Systems Servicing (NC II)**  
*Validity: April 11, 2019 - April 10, 2024 (Currently Expired)*

## REFERENCES

**Justine Pedelino**

*ATM Teller | 09367197828*

**Monico Bagasina**

*ATM Teller | 09157560949*

**Alvin Pedroso**

*ATM Technician | 09093705123*

*I hereby certify that the above information is true and correct to the best of my knowledge and belief.*

  
**NEIL DARYL BÉNITEZ**  
APPLICANT