

Nerbert S. Bulaqueña

Sr. Network Engineer - Layer 2 Provisioning

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Summary

Network Operations and Provisioning Engineer with 10 years of experience on telecommunications industry working with different internal and external teams handling simple to complex issues, have a strong background in provisioning and troubleshooting, including Ethernet Virtual Circuits (EVC), IPVPN/MPLS, and Metro-Ethernet; Extensive hands-on experience in managing network configurations, resolving technical issues, and ensuring service delivery to customers.

Professional Experience

Sr. Network Engineer - Layer 2 Provisioning

01/2023 – 11/2024

Bold Business - Ziply Fiber Account

- Provisions Ethernet Virtual Circuits (EVC) and configures complex network environments across various telecom technologies, including IPVPN/MPLS, Ethernet, VoIP, and Metro-Ethernet.
- Utilized ticketing and web-based systems (Oracle M6) to provision customer circuits and manage network configurations and reviews network architecture design, troubleshooting, and the detailed documentation and verification of system configurations to ensure alignment with company policies and industry standards.
- Worked with a wide range of network equipment (e.g., Alcatel-Lucent, Cisco, Juniper, Adtran, Adva, and RAD) and technologies (e.g., MPLS, VoIP, IP VPN, Metro-Ethernet). Provision and manage customer-provided equipment, such as routers and wireless controllers, both remotely and in collaboration with field technicians as well as performing firmware upgrades.
- Provisioning and deprovisioning L2VPN cross connects (x-connect) between border routers, with a particular focus on Quality of Service (QoS) metrics and service level agreements (SLAs) like Y.1564, and RFC 2544.
- Coordinated with Project Management (PM) to schedule and execute hot-cuts with customers for testing and turn-up of Ethernet Internet Access (EIA) and SIP circuits.

Network Operations Engineer

10/2015 – 04/2022

Verizon Communications Philippines

- Handled customer issues related to T1, Multi-Link, Frame-Relay, SD-WAN and Ethernet circuits based on assigned tickets.
- Documented and tracked customer issues, providing regular updates on the status of ongoing troubleshooting efforts.
- Escalated issues to Local Providers and other repair groups, ensuring timely resolution of network problems.

- Utilized Work Flow and Alarm Handler Tools to monitor alarms and track outages in specific locations or states.
- Conducted head-to-head (RFC) testing with Local Providers to identify and resolve network issues.
- Perform firmware / software upgrade on network equipment.
- Engaged Local Vendors for return merchandise authorizations under contract agreements.
- Worked with Field Engineers to troubleshoot LTE technology issues, upgrading the equipment firmware, router and carrier Ethernet edge equipment replacements.
- Handled provider edge equipment such as Juniper, Cisco, Tellabs, Overture, Adtran, Meraki Access Points, and Viptela vEdge Routers.
- Monitored large network outages, ensured appropriate escalation, and tracked progress toward resolution.
- Managed customer Service Level Agreements (SLAs) to ensure services were delivered according to agreed-upon standards.
- Addressed aging tickets, chronic issues, repeat failures, and challenging tickets, ensuring timely resolution.

Technical Support - Provisioning Engineer

05/2013 – 02/2015

Sykes Asia Inc. - Verizon Account

- Served as a BNE Technician. Conducted end-to-end testing and troubleshooting of circuits such as
- DS3 and OCN Circuits. Sent technicians on the field if necessary to do troubleshooting with third
- party provider for immediate delivery of service to the customer.
- Coordinated with the Provisioning group with regards to fresh orders in preparation for the testing.
- Conducted Local Path Testing and Troubleshooting on the circuit after the Provisioning part is done.
- Contact LEC's (Local Exchange Carriers) for the delivery of service and conducted a loop testing if their circuit is ready.
- Sent patching instruction to field technicians using Broadband Gateway Tool regarding on what port of the equipment should be connected to other equipment.
- Reach out to Layer 3 Group for troubleshooting a problem on PIP Port orders regarding with the configlets when the Layer 3 ping testing is failing.

Desktop Engineer

10/2012 – 05/2013

Teledata Philippines Inc. – JP Morgan Chase & Co.,

Conducted installation and troubleshoot of applications.

Deployed Thin Clients and assisted end users on how to navigate the system