BENIGNO D. AQUINO

Block 3 Lot 5 Hoover St., North Belton Communities, Brgy. Talipapa, Q.C., Manila, Philippines 1116
bongbongaquino@gmail.com | bongaquino.wordpress.com | 63-939-8162823

Accomplishments

Accomplished systems/network administrator with 17 years of experience managing server infrastructures and data-center operations across multiple platforms (Unix, Linux, Windows). Effectively plan, install, configure and optimize the IT infrastructure to consistently achieve high availability and performance.

Proven ability to create and deliver solutions tied to business growth, organizational development and systems/network optimization. Skilled problem identifier and troubleshooter comfortable managing systems, projects and teams in a range of IT environments.

Technical Skills

LAN/WAN/NOC Administration, Project Management, Virtualization, Cloud Computing, Workflow Planning, Productivity Improvement, Technical Support, System Installation/Configuration and Upgrading, Security Solutions, Database Design & Management, Training and Mentoring.

Personal Skills

Technically Minded, Well Mannered, Team Player, Pro-active, Analytical.

Professional Experience

Infrastructure Specialist – IBM Solutions Delivery Inc., Q.C., PH ▪ April, 2012– Present

- Managed multi-vendor virtual infrastructure maintenance, support, troubleshooting and repair for 80 host machines (hypervisors) and 1000 guests during onboarding and transition to external support.

- Executed daily production and development administration and changes in an end-to-end Hyper-V virtualization stack with zero customer impact.

- Managed compute and storage resource capacity to optimize system performance, increasing VM density by over 30%.

Senior Cloud Engineer – Trend Micro Inc., Pasig City, PH ▪ June, 2010 – April, 2012

- Drove a 25% decrease in web site downtime by migrating cloud server sites and online stores to Linux server. Optimized system availability (averaging 99.9% uptime) and equipped company with scalable systems to support fast business growth. Corrected server configuration problems to ensure smooth server/reboot functioning, and assisted with a variety of Linux-based inquiries and concerns.

- Worked with developers to deploy development and production versions of the software. Design, develop, and enhance monitoring solutions to ensure high availability and a high quality of service. Build cloud infrastructure instances to support Trend Micro SaaS offerings.

- Participate in an on-call rotation to support 24x7 coverage Trend Micro cloud computing service offerings.

Infrastructure Analyst – Smartmatic-TIM, Manila, PH ▪ January, 2010 – June, 2010
- Historically involved in the 1st Automated Election Poll in the Philippines dated May 2010. Associated with in phases of projects as assigned by senior levels, or project managers (development, implementation, maintenance).
- Assists with executing planned enhancements, maintenance and support of departmental applications and other IT services. Performs hands on testing, unit testing, document and procedures testing, and pre-user acceptance testing; implements patches.

System Administrator – West Contact Services Inc., Makati City, PH ▪ Dec., 2006 – May, 2008
- Responsible for the entire day-to-day administration of NICE Systems voice recording platform, including troubleshooting and resolving problems as they arise. Directed the implementation and performance tuning of Windows 2003 Server environment for client's global operations. Delivered a major improvement over old recording system that catapulted productivity of remote sales force.
- Ensure platform or system is operating correctly at all times without over-utilizing resources and is recognizing connections with other applicable machines on the network.

Network Administrator – IWebmasters, LLC, Makati City, PH ▪ July, 2005 – November, 2006
- Resolved a history of problematic network failure by troubleshooting LAN/WAN connections between multiple offices. Stabilized, expanded and protected client network and PC environment. Built new file servers to maximize client file sharing, terminal server, file/print sharing and domain control performance. Supported 1,000 users in different offices in Makati City, having 50% are web/graphics/3D designers, video editors and the remaining are IT professionals.
- Replaced major manufacturer's vulnerable network with robust security through joint architecture of firewall and DHCP.

NOC Engineer – Skycablenet Inc., Quezon City, PH ▪ November, 2001 – February, 2004
- Manage and maintain the Skycablenet Monitoring Systems (report on the status and performance of company's network, ISP services and facilities). Monitors tickets and ticket triage (escalated calls from helpdesk) responding to equipment malfunctions, unusual or other situations that impact on system performance, performs diagnostic and other problem solving activities and implements remedial procedures as required.
- Fault handling and escalation (identifying and responding to faults on Skycablenet systems and networks, handling escalation through to resolution). Provisioning (IP assignment, monitoring and graphing for co-location, leased lines, customer support and other customer network services).
- Server build and installs, application upgrades, hardware serial audits, network equipment build and installation.

Education and Certification/Training
- **Certification** – ConnectWise Engineer/Technician Degree – November 02, 2016
- **College** – National College of Business and Arts – Fairview, Quezon City, PH ▪ 2000
  - Bachelor of Science in Computer Management (Undergraduate)
- **Tertiary** – E.A.R.N. School – Cubao, Quezon City, PH ▪ 1998
  - Computer System Technician
- **Secondary** – Saint Mark International Academy – Fairview, Quezon City, PH ▪ 1996