**FirstName Lastname**

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**PROFESSIONAL EXPERIENCE**

**RIVAN INSTITUTE — Rivan Building II, Makati City** Jun 2018 – Present

**Senior Network Engineer**

* Improved the troubleshooting/monitoring process for LAN/WAN activities, increasing the up-time by 27%.
* Successfully and drastically improved the response time to incoming incident response tickets by 15% through an automated process that assigns/designates a specific ticket to the most qualified network engineer.
* Built documentation for processes/infrastructure, reducing 2 days of onboarding for new network engineers.
* Led sessions to instruct engineers on the best practices around switching, routing, DNS, and IP addressing.
* Built, configured, installed, and managed networking/IP telephony infrastructure-related hardware/software.

**RIVANIT — Rivan Building III, Cebu City** Jan 2015 – May 2018

**Senior Network Engineer**

* Strategically enhanced and optimized the reliability, performance, supportability, and security of Zoom’s infrastructure, successfully acquiring a 36% increase in functionality and efficiency rates for all stated aspects.
* Collaborated with 5 software engineers to implement new data center technologies and bring company value.
* Accurately identified and implemented 3 monitoring strategies and procedures to ensure the health, performance, and security of production and non-production cloud infrastructure and enhance operations.
* Analyzed video infrastructure faults, undertaking routine preventative measures to avoid service degradations.

**RIVANIT — Rivan Building I, Mendiola, Manila** June 2008 – Dec 2014

**Network Engineer** (Nov 2011 – Dec 2014)

* Installed/managed all aspects of on-site client networks for 2 Fortune 500 accounts, gaining project success.
* Built relationships with 6 client stakeholders, quickly troubleshooting all network problems they encountered.
* Recommended network changes to support specific client needs, resulting in speed improvements of 27%.
* Tracked underperforming third-party vendors, saving $130,000 costs yearly w/o uptime/performance drop.

**Network Support Engineer** (June 2008 – Oct 2011)

* Provided technical assistance to troubleshoot and resolve hardware and software issues on RW products (Local/Global Traffic Managers, Application Security Managers) for internal/external customers/partners.
* Served as an RW Security Incident Response Team member, handling security incident-related Service Requests from RW Partners and Customers to develop and maintain all client relationships and partnerships.
* Carried out complex reproduction of customer issues and escalation to Engineering services to confirm known and newly discovered problems, gaining an overall client satisfaction rate of 94% for the first year.
* Participated in 10+ professional training with RW products and technologies to maintain industry knowledge.

**EDUCATION**

**RIVAN INSTITUTE — Rivan Building II, Makati City** May 2014

Master of Computer Science and Networking

**RIVANIT — Rivan Building I, Mendiola, Manila** May 2008

Bachelor of Engineering in Computer Science and Engineering

**SKILLS**

* Security Implementation
* Network Configuration
* Computer Networking
* Application Delivery
* Application Switching
* Application Requirements
* Traffic Management
* Network Troubleshooting
* LAN/ WAN, TCP/ IP Networking
* Cisco NEXUS / ISE / Prime (WiFi), CCNA
* Amazon EC2 & Direct Connect
* BGP, OSPF, ECMP, MPLS