**Team Rivan Alumni**

**Network Administrator**

Rivan Building II, Makati City • [rivaninstitute@gmail.com](mailto:rivaninstitute@gmail.com) • 09778474888 • facebook.com/**RivanInstitute**/

**SUMMARY**

CCNA and Cisco Network Engineer with 5+ years of hands-on experience in resolving issues with hardware and software implementations, infrastructure, and security related to Cisco programs and systems.

**PROFESSIONAL EXPERIENCE**

**RIVAN INSTITUTE —** Rivan Building II, Makati CityJun 2020 – Present

**Cisco Network Engineer**

* Rebuilt/upgraded obsolete SUP2 modules with current operating code, updating configuration and memory to enhance company IT processes.
* Restored/upgraded Cisco hardware using telnet and application tools for local/remote configuration, resulting in 20% time and 30 % cost savings.
* Performed daily function of Cisco equipment lifecycle from receiving, part identification, testing, RMA, upgrade, configure, storage, and deployment, ensuring that all projects have greater than 95% client satisfaction rate.
* Saved the department $13M annually by completing 375+ build/configurations, 450 RMA replacements, and 180 disposals from the site (over 5000 units).

**RIVANIT —** Rivan Building III, Cebu CityJan 2016 – May 2020

**Senior Network Engineer**

* Enhanced and optimized the reliability, performance, supportability, and security of Zoom’s infrastructure, acquiring a 36% increase in efficiency.
* Collaborated with 5 software engineers and 2 network engineers to implement new data center technologies and bring greater company value.
* Strategically improved the troubleshooting and monitoring process for company LAN/WAN activities, successfully increasing the up-time by 27%.
* Improved the response time to incoming incident response tickets by 15% through an automated process that assigns tickets to qualified engineers.

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

**Network Engineer**

* Recommended effective and efficient network changes to support specific client needs, resulting in speed improvements of 27%.
* Carefully and accurately tracked underperforming third-party vendors, saving $130,000 costs yearly without uptime or performance drop.
* Implemented regular alerting and monitoring of network performance which reduced network down-time by 11% through quicker response times.

**EDUCATION**

**Resume Worded University,** San Francisco, CAMay 2008

Bachelor of Engineering — Computer Science

**SKILLS & OTHER**

**Skills**: LANs & WANs Configuration/ Implementation with native Cisco Devices, Cisco WebEx, Cisco Programs/Systems, Cisco Handset, Cisco Meraki, HTTP, FTP, SIP, Wireshark, HttpWatch, OpenSSL

**Certifications**: FMEA Certified  (2020). Six Sigma Black Belt Certification