Frederick Tolentino Parungao
Hand Phone: +63 927 4224 999
https://www.linkedin.com/in/fredericktolentinoparungao/

Responsible for both product planning and product marketing by gathering product and customer requirements, defining product vision and working closely with partner/vendor. Ensure that product and marketing efforts supports the company's overall strategy and goals.

PROFESSIONAL EXPERIENCE

Product Manager
Rubrik | RSA | Mellanox
Data Cloud Management Solution

VSTECS (formerly MSI-ECS)
M. Eusebio St., San Miguel
Pasig City

Telephone: +632-688-3333
Website: https://www.vstecs.com.ph/

May 20, 2019 – Present

➢ Manage and close Projects for Rubrik business with profit amounting from 1M to 2M per quarter.

- Monitor the overall profitability of the handled product/s
- Create marketing programs in aid of brand awareness
- Formulate sales programs to boost sales
- Work with principals in ensuring efficient coordination and support, including but not limited to partner programs, training, RoE, incentives, updates, pricing
- Work with the team regularly for product update, GoToMarket, Continuous Product Assessment & Modification objectives, Competitive Information.
- Create, administer and monitor internal sales, pre sales and cross functional training, enablement & knowledge transfer.
- Work with Marketing in creating brand message, collateral content & other product-related messaging, excluding graphic and artistic related tasks.
- Present and work with Account Managers and Solutions Consultants in presenting/meeting clients under approved situations.
- Present and/or attend marketing activities including but not limited to webinars, events, tradeshows and other external activities where representation is important
- Coordinate with Finance/pricing team for pricing/costing activities especially for non-standard pricing requests.
- Work with Support Team (as needed) in monitoring timeliness and quality of support.
- Maintain commercial/legal documents related to the product including but not limited to proposals templates, partner agreements, SLA, T&C
- Come up with other revenue opportunity/ies that are outside of the portfolio, including but not limited to cross product bundles, managed/professional services, related product upsell.

Product Manager
- **Synology NAS**
- **Delta UPS**
- **Hitachi**

Eternal Asia Philippines, Inc.
Raffles Corporate Center
Ortigas Center, Pasig City

Telephone : +632-477-98-88
Website:http://www.eaglobal.com.ph/

April 4, 2017 – April 30, 2019

➢ Able to grow the Synology business from 1M to 2.5M-4M Pesos sales per month and save 30,000US$ /annum for project registration and sales rebates for the company

- Oversee implementation of approved detailed micro go-to-market sales and marketing action plans/strategies and other customer-centered interventions to achieve revenue targets in different market segments;
- Maintain the pre-determined level of AR's from managed accounts and closely collaborate with C&C Department to facilitate collection whenever it approaches or exceeds its level;
- Ensure and Maintain mastery of managed product's specifications per model including up-coming new models by closely collaborating/communicating with the concerned Product Manager;
- Maintain awareness on market developments by continuously conducting market studies;

- Conduct product training and updates for in-house and clients' sales staffs;
- Responsible for the day-to-day communication with vendor to resolve all issues concerning the managed product.
- Establish and maintain good working relationship with dealers/customers.
- Conceptualize and design effective advertising, promotional campaigns to attract consumers.
- In-charge of all above the line marketing activities, i.e., corporate end user promo, etc.
- Coordinate closely with supplier to identify vendor contact windows and familiarization of vendor's policies and other facets of business relationships.
- Process claims quickly and minimizes outstanding claims receivable from the vendor.
- Conduct periodic business reviews with internal salespersons to ensure awareness of their respective YTD achievements versus targets
- Maintain healthy inventory levels of manage products by accurately forecasting demand and ordering the appropriate level of stocks to meet the demand while avoiding aging inventory and obsolescence.
- Constantly conduct product training to company in-house sales staffs and customer's sales force to equip them with the latest product technology, current and upcoming models, specifications, and product roadmap.
- Collaborate with other concern departments/operating units in the company to ensure compliance with establish procedures that are necessary in the effective administration of sales plans and strategies.

Product Specialist
4ipnet Wireless Solution

Versatech International
Philippine Stock Exchange Centre
Ortigas Center, Pasig City

Telephone : +632 318 7999
Website: www.versatech.com.ph

April 18, 2016 to March 31, 2017

- Ensure that all projects are delivered on-time, within scope and within budget
- Coordinates with internal resources, System Integrators and vendor for successful execution of the project
- Developing project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility
- Ensure resource availability and allocation
- Report and escalate to management as needed
- Manage the relationship with the client and all stakeholders
- Establish and maintain relationships with third parties/vendors
- Create and maintain comprehensive project documentation
- Conduct Product orientation to partners, end user and sales person
- Handles two Network engineer and provide knowledge transfer
- Provides wireless network configuration based on end user's requirements
- Able to meet client's expectation and the company as well
- Set up marketing strategy for the company
- Responsible for product costing and project registration process and discounts

ITO Service Delivery Consultant II
Project Management

Hewlett-Packard Malaysia
HP Global Centre,
Persiaran Rimba Permai, Cyber 8,
Cyberjaya 63000, Selangor Darul

- ➢ **Project Management and Operation** to **Nokia Solutions and Network** from **February 15, 2014** to **May 3, 2014. Promoted from Change Management Team, to Project Management Team**

- Determines project responsibilities by identifying project phases and elements; assigning personnel to phases and elements.
- Determines project specifications by studying product design, customer

Ehsan, Malaysia

Telephone : +603 233 23333
Website: www.hp.com

May 8, 2012 - May 3, 2014

**Hewlett Packard
Enterprise**

**Nokia Siemens
Networks**

requirements, and performance standards; completing technical studies.

- Confirms product performance by designing and conducting tests.
- Determines project schedule by studying project plan and specifications; calculating time requirements; sequencing project elements.
- Maintains project schedule by monitoring project progress; coordinating activities; resolving problems.
- Controls project plan by reviewing design, specifications, and plan and schedule changes; recommending actions.
- Controls project costs by approving expenditures; administering contractor contracts.
- Prepares project status reports by collecting, analyzing, and summarizing information and trends; recommending actions.
- Maintains safe and clean working environment by enforcing procedures, rules, and regulations.
- Maintains project data base; updating and backing up data.
- Schedules meeting with Technical Supports for update.
- Contributes to team effort by accomplishing related results as needed.
- Planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures.
- Achieves operational objectives by contributing information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing production, productivity, quality, and customer-service standards; resolving problems; completing audits; identifying trends; determining system improvements; implementing change.
- Meets financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests;

**Change Management Team
Bank of America Networks**

March 8, 2013 to **February 14, 2014**

Bank of America.

➤ **Promoted from Shift Lead to Change Management Team**

- Commissioning of New WAN Sites, CISCO Router, WAN links, Configuration of CISCO Routers and IOS upgrade, Deployment of Sites and Documentation.
- Troubleshooting the Running Network (i.e. IOS up gradation if required, Maintenance and Troubleshooting of CISCO Router, WAN Links & Configuration Issue).
- Troubleshooting Routing issue (OSPF, BGP, and Multilink).
- Troubleshooting WAN link (Leased Line, ATMs, Frame Relay, SDH, ISDN PRI & OS)
- Documentation of changes occurs in the network
- Provide training to junior staff of new process, procedures, and technologies
- Facilitate and implement basic to advanced level logical changes for Data, VoIP, and Converged Infrastructure following instructions on NCTs and iPlans.
- Update skills through available training resources and self-study to ensure that skills are up to date and align with current project assignments

- Interact with all levels of clients, leadership, technical support, and operational personnel
- Develop and update processes & procedures on an as needed
- Perform Pre and Post change health checks to determine successful implementation of changes.
- Execute test plan as required and Execute back out plan as required
- Communicate and follow-up with project managers as required
- Provide post change phone support as required
- Work problem tickets as required

Nokia Network Operation Center (NOC) Support

May 8, 2012 to **March 7, 2013**

NOKIA

> **Promoted from Technical Consultant to Shift Lead, handled 6 Level1 and 8 Level 2 Engineers**

- Works in Network Operation Center as Level 2 in Incident management, Change Management process, and attends to all tickets assigned from Level 1 agents.
- Incident and change tickets will be measured and perform according to the SLA
- Takes ownership and works on the incident ticket/ Change ticket/ Infoboard update in time with relevant information
- Perform routine change execution for(mostly, though not limited to) low risk, low impact changes from Level 3 engineer / Team lead
- Strictly follow Incident Management and Change Management process
- Ensure all the technical troubleshooting and follow-up are updated into the ticketing systems
- Proactive in technical skill set improvement/ updates (e.g. measured via training, certification and competency matric improvement)
- Performs standard Training, and fill up Omega Tracking on monthly base
- Complete all HP mandatory trainings including PMPI
- Provides help, coaching and training to Level 1 agents to increase the network skills/knowledge in the NOC team
- Manages Absence and Annual Leave (plan, prepare backup of his work during his absence).

Technical Consultant

Emerio (Malaysia) SDN BHD
Bangunan Emerio Cyberjaya,
Lingkaran Teknokrat 3 Barat,
63000 Cyberjaya, Selangor
Darul Ehsan, Malaysia

Telephone : +603 8318 4908
Website: www.emeriocorp.com

August 03, 2009 – May 7, 2012

EMERIO
an NTT Communications Company

Nokia **N**etwork **O**peration **C**enter **(NOC)** support
- Providing Level 2 and 3 support for Nokia Global Network (WAN Team)
- Working with all levels of management and staff (L0, L1, L2, L3 and On-call Team) both within/outside the business and other Technology groups.
- Commissioning of New WAN Sites, CISCO Router, WAN links, Configuration of CISCO Routers and IOS upgrade, Deployment of Sites and Documentation.
- Troubleshooting the Running Network (i.e. IOS up gradation if required, Maintenance and Troubleshooting of CISCO Router, WAN Links & Configuration Issue).
- Troubleshooting Routing issue (OSPF, BGP).
- Troubleshooting of Partner VPN Network.
- Troubleshooting WAN link (Leased Line, ATM, Frame Relay, SDH, ISDN PRI & OS)
- Handling DNS Tool for DNS Entry in DNS Server for Forward and Reverse lookup.
- Coordinating with Different Service Provider all over the Globe for WAN Link issues.
- Involve in Change Management Team for Changes Occur in Network (Like Commissioning and Decommissioning New WAN Sites, CISCO Router & Its Configuration, VPN tunneling, Multilink, New WAN link or Up Gradation of WAN links).
- Documentation of changes occurs in the network (updating Diagram using MS Visio)
- Handling HP open view, Remedy Ticket System, ITSM-7, HP Info board Tools.

Pre- Sales Technical Support Engineer/Network Administrator

**Lamco International Trading Co., Incorporated /
Meriton Distributions, Inc.**

1804 East Tower
Philippine Stock Exchange Center
Ortigas Center, Pasig City

Telephone : +632 634 7999
Website: www.lamco.com.ph

Dec. 23, 2007 – April 15, 2009
August 7, 2006 – Dec. 22, 2007
September 7, 2002 – July 15, 2006

LAMCO
INTERNATIONAL

- Conduct Product Presentation and Training for IBM System X, Blade Servers, HP Servers, Acer products, Printers, Scanners etc
- Conduct site visit and ocular inspection
- Provide solution and BOM to End User
- Provides technical Support via phone and email or any other means with regards to the needs of the customers
- Manages and maintains PABX System
- Creates the user account in Windows NT
- Setups and configures Win NT Servers and Win 2000 Servers
- Backups and Restores Database using SQL Server
- Manages and maintains Internet Firewall
- Setups Voice over IP Telephony
- Setups IP Cameras
- Manages and maintains Wireless link to the affiliate companies
- Manages & Monitors the connection of leased line (WAN) and LAN Connection
- Preventive Computer Maintenance and Installation of Software and Hardware
- Assisting the Staff on how to use the software and hardware
- Handles equipment relocation, repair and installation of new equipment
- Involved in the overall servicing and troubleshooting of computer, hardware, software and existing Local Area Network
- Layouts Local Area Network, WAN
- Cable installation for voice and data

CAREER CERTIFICATION
- ITIL Foundation Certificate in IT Service Management Version 3 (CN: 100410499)
- Peplink Certified Sales Specialist
- Certified 4IPNet Technology Evangelist
- Rubrik Sales Professional (RSP) Accreditation
- Rubrik Quick Start Training

PROFESSIONAL DEVELOPMENT / TRAININGS ATTENDED

- 4ipnet Wireless Network Training – Taipei Taiwan – July 18-20, 2016
- ITIL Foundation – HP Campus, Cyberjaya Malaysia - June 2012
- High Performance Technical Training – IBM Plaza, Philippines – January 12-15, 2009
- IBM Blade Center Workshop – IBM Plaza, Philippines – December 2-4, 2008
- IBM System X Technical Principles – IBM Plaza, Philippines – November 17-19, 2008
- Windows Server 2008 Security Enhancements – Microsoft, Makati, Philippines – August 30, 2007
- Microsoft Virtual PC 2007 and Virtual 2005 - Microsoft, Makati, Philippines – August 9, 2007
- Overview Windows Server 2008 - Microsoft, Makati, Philippines – July 26, 2007
- Identifying and Selling HP Storage Solutions to SMB Customers – HP Philippines – September 7, 2004

EDUCATION

Tertiary	**Bachelor of Science in Computer Engineering** Wesleyan University-Philippines Cabanatuan City 1997-2002
Secondary	**Juan R. Liwag Memorial High School** Gapan City, Nueva Ecija 1993 – 1997
Primary	**Gapan North Central School** Gapan City, Nueva Ecija 1987 – 1993

CONTACT INFORMATION

Permanent Address	727 Sgt Bumatay Street Barangay Plainview Mandaluyong City 1550 Philippines
Email	frederick0701@yahoo.com frederick.parungao@gmail.com
Passport Number	EC8211310

REFERENCES

Jacky Tayag-Vicente	**Product Manager** **MSI-ECS** Pasig City, Philippines jvicente@msi-ecs.com.ph 09285206457
Marie Cel Gonzales	**Sales / Product Manager** **Eternal Asia Philippines Inc** Ortigas Center, Pasig City mariecel.gonzales@eternal-asia.com.ph 09064900385