MICHAEL PAGLALUNAN

paglalunanmr@gmail.com

+63 9199926988

2550 M. Roxas St.
Santa Ana, Manila, PH

linkedin.com/in/paglalunanmr

SKILLS

- Leader/Team Player
- Handling Pressure
- Work ethics
- Adaptability
- SD-WAN Technology
- Routing/Switching
- Wireless/LTE devices
- Building/TS Computer
- CCTV (IP and Analog)
- Fire alarm system
- PA/Sound system
- ServiceNow ticketing
- Microsoft/Apple OS
- Photography

EDUCATION

B.S. Electronics and Communication Engineering

Lyceum of the Philippines University, 2000 - 2005

CERTIFICATIONS

Cisco Certified Network Associate

ID#CSCO11181998

June 2020 – 2023

AWS Certified Cloud Practitioner

April 2020 – 2023

Cradlepoint CPCNA and CPCSA 2.0

April 2021

Hochiki Certified Programmer

October 2021

Versa Networks

March 2022

PROFESSIONAL OBJECTIVE

A Cisco certified network associate (CCNA), Amazon web service (AWS) certified practitioner, and Cradlepoint associate. With my 10+ years of experience in Information technology, I am still progressively expanding my skillset in leadership and technical aspect. Possess a B.S. in electronics and communications engineering and currently a shift-leader in network operations center of QOS networks managed SD-WAN. I am an assertive, respectful and most of all, God-fearing person.

EXPERIENCE

Shift-Lead - Managed SD-WAN NOC (02/22 – present)

Tier 2 Network Technician (07-2021 – 01/2022)

Tier 1 Network Technician (06/2020 – 06/2021)

TGT – QOS Networks by Zayo Campaign (June 2020 – Present)

- Lead the shift for and act as a point of escalations for Tier 1 and Tier 2 in SD-WAN network operations.
- Supporting QOS Networks by Zayo SD-WAN services and managed network equipment by working directly with the client, carriers, and providers.
- Investigating performance degradation or unavailability in client's network (SD-WAN routing/switching, in premise Router/Switch/APs/VOIP equipment), including data centers.
- Employs production monitoring tools and manages phone, email, and incident queues according to Service Level Agreements (SLA) to ensure service delivery is met to the highest standards.
- Collaborate with other operations teams to carry out system tasks and work closely with Tier 3.

CCTV, Wireless/Wired Network, Fire alarm and PA system Manager

Angcar Enterprise (Family Business) / February 2013 – June 2020

- Manage our family business. Lead the sales, planning, implementation and troubleshooting of our CCTV, FDAS and PA system projects.

Network Consulting Engineer – Specialist

Verizon Business Incorporated / October 2007 – February 2013

- Provide network engineering services to support large managed network services of Verizon Inc. worldwide.
- In-charge in network design and implementation.

IT Generalist

Baxter Healthcare Philippines / February 2007 – October 2007

- Worked as a point of contact in all information technology phases of the company.
- Administer PC/Server and other IT equipment maintenance/upgrade.

IT Administrator / Generalist

- ***Diversified Technology Systems Inc. / November 2006 – February 2007***
- ***Phil-Data Business Systems Inc. / June 2006 – November 2006***
- ***Infocom Technologies Inc. / November 2005 – June 2006***

TRAININGS

Cisco Networking Academy Program, Mapua University Makati / 2007
Cisco Wireless Network / 2010
Implementing analog and IP-based CCTV / 2013
Palo Alto Networks Introduction to Cybersecurity EDU-010 / April 2020
CCNA 200-301 Certification Course by David Bombal / May 2020
Cradlepoint (Managed LTE router) / March 2021
Hochiki FireNET Latitude administration and programming / October 2021
Palo Alto Prisma (SD-WAN) / November 2021
Versa Networks (SD-WAN) / March 2022
Python for network engineer / essentials – In Progress