

ULYSSES C. MENDOZA

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CAREER SUMMARY

13 Years in IT industry with combined experienced in Windows Server Administration, Patch Management, Network Administration and Virtualization, with a basic handling on Database Management.

PERSONAL INFORMATION

Age : 34
Date of Birth : June 28, 1987
Civil Status : Married
Gender : Male
Citizenship : Filipino

EDUCATIONAL BACKGROUND

Bachelor of Science in Computer Engineering

Technological Institute of the Philippines

Quiapo Manila, Philippines

June 2003 – March 2008

CERTIFIED CREDENTIALS

CISCO Certified Networking Associate (CCNA)
WatchGuard Certified Support Professional (WCSP)
VMWare Technical Support Professional (VTSP)

IT PROGRAMS ATTENDED

Certified CISCO Networking Associate (CCNA 1): Networking Basics
Certified CISCO Networking Associate (CCNA 2): Routers and Routing
Certified CISCO Networking Associate (CCNA 3): LAN and Switching Terminologies
Certified CISCO Networking Associate (CCNA 4): WAN Technologies
Linux Professional Institute 102 (LP1-102)

PROFESSIONAL EXPERIENCE

SMS M&T | ASG PHILIPPINES

Level 12, Net Quad Building, 4th Ave. Cor. 31st St.
Bonifacio Global City, Taguig, Philippines

WINTEL Systems Engineer (Patch Management)

IT Operation

June 29, 2018 – Present

ACCOUNT: Unitywater

Job Description and Responsibilities

Patch Management:

- Create and implement technical patching documentation that will be used by the client for their monthly patching cycle
- Responsible for the monthly patching of all windows servers critical and security updates
- Responsible for the monthly patching process of all servers across the domain
- Built distribution point that will help each location to be patch
- Performs server health checks before and after applying patch on the servers
- Responsible for creating software updates that will be used to deploy to the servers across different domains
- Performs preventive maintenance on the SCCM environment which includes SCCM database clean up
- Creates packages (applications and installers) that will be used to deploy to servers
- Performs troubleshooting of SCCM agents installed on servers to communicate with the distribution points on performing patching
- Resolving issues related to software Distribution, software updates deployment
- Responsible on maintaining a good health condition of WSUS
- Generate monthly reports for the monthly server compliance

WINTEL:

- Configure and troubleshoot windows server issues
- Provide high level infrastructure support for servers (physical/virtual)
- Create and performed change requests
- Work with a variety of business and technical contacts to gain a detailed understanding of their requirements
- Create, troubleshoot, and manage policy in GPO depending on the policy to be implemented and to be managed
- Administer Active Directory including Group Policies
- Administer and monitor Virtual server infrastructure

ACCOUNT: United Energy

Job Description and Responsibilities

Patch Management:

- Responsible for the monthly patching of all windows servers critical and security updates
- SCCM client monitoring and troubleshooting
- Responsible in managing software rollout using SCCM, continuing monitor software rollout status, working on any technical issues occurred with regards to the rollout
- Performs testing of packaged applications and troubleshoots issues
- Responsible for managing daily operational check
- Responsible for managing unhealthy SCCM
- Resolving issues related to software Distribution, software updates deployment
- Generate SCCM compliance report

WINTEL:

- Provide support for all UE windows servers physical and VMs
- Configure and troubleshoot windows server issues
- Level 2 and 3 Infrastructure Support
- Act as point of contact of United Energy Service Desks
- Change management policies and procedures
- Work with a variety of business and technical contacts to gain a detailed understanding of their requirements
- Create, troubleshoot and manage policy in GPO depending on the policy to be implemented and to be managed
- Supporting Users on both hardware and Software applications
- Performs investigation and provide appropriate solution to any server related problems/issues
- Performance monitoring IT infrastructure
- Administer Active Directory including Group Policies
- Administer and monitor Virtual server infrastructure
- Performs migration of server, adding datastores, conversion of physical to virtual (P2V) of server in VMWare platform

GOODYEAR PHILIPPINES INC.

15th Floor Picadilly Star Bldg. 4th Ave. cor. 27th St.
Bonifacio Global City, Taguig, Philippines

Infrastructure Specialist, Regional

IT Operation

April 1, 2017 – June 29, 2018

Job Description and Responsibilities

- Member of the IT Regional Infrastructure Team that monitors, maintain, troubleshoot errors and support all the concerns related to all servers of different countries in Asia Pacific
- Proficient in supporting concerns for Windows Server Operating System

- Create, troubleshoot and manage policy in GPO of every country depending on the policy to be implemented and to be managed
- Member of the Global SCCM team that handles the SCCM management of all servers in Asia Pacific
- Configure and maintain servers in the VMWare platform of the main Regional hub located in Singapore data center
- Performs migration of server, adding datastores, conversion of physical to virtual (P2V) of server in VMWare platform
- Performs basic troubleshooting and maintaining servers with different operating system like Linux
- Address issues and concerns of all Asia Pacific country specially server related issues

GOODYEAR PHILIPPINES INC.

15th Floor Picadilly Star Bldg. 4th Ave. cor. 27th St.
Bonifacio Global City, Taguig, Philippines

Infrastructure Specialist, Local

IT Operation

February 17, 2014 - April 1, 2017

Job Description and Responsibilities

- Local IT that handles the whole network wireless and server infrastructure of GOODYEAR Philippines Inc.
- Administers, maintains, and monitors network (LAN and WAN), IT security, router, phone/voice systems. Mobile and all IT related infrastructure
- Reviews business operating systems, test systems adequacy and designs new operating solutions to support and optimize the business unit operations
- Research and proactively recommends tool, resources, and new technology to satisfy operational requirements and customer needs
- Maintains maximum availability of mission critical servers in the Philippines and other country and ensures network availability and accessibility
- Maintains desktop and laptops, handles daily backup and auditing of Lotus Notes Domino, Payroll System and Production servers
- Ensure all systems are working smoothly including workstations, servers, and other communication equipment
- Performs timely resolution to Help Desk tickets, account maintenance, project implementation and other systems standardized process
- Respond to all system specific infrastructure request from management and fellow associates
- Ensures that IT infrastructure and practices are compliant to published Goodyear IT Security, Controls, and Procedures
- Performs upgrade and patches on the network equipment and servers
- Deploy and configure VOIP (Cisco UC phones) for users
- Resolve IT incidents and escalate to the next level support or vendors as necessary
- Handles the budgeting, IT yearly CAPEX and OPEX for the upcoming projects and upgrades for the IT department
- Monitor the status and maintain the high availability of the IT systems (network, servers, laptops/desktops, IP phones, printers, IP camera, fax and other IT related equipment/machines)
- Restore normal service operation as quickly as possible and minimize adverse impact on the business operation
- Plan, coordinate, and implement network security measures to protect data, software, and hardware

- Diagnose hardware and software problems, and replace defective components
- Perform routine network start up and shutdown procedures or preventive maintenance, and maintain control records
- Document known errors and conduct initial root analysis of the problems and its symptoms including the work around done to restore the service back to normal
- Maintain and update inventory on all the IT equipment including machines that is been issued to users
- Maintain and administer computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations
- Provide expertise for the IT infrastructure (network, servers, IP phones, and printers) application infrastructure (network and security, Active Directory, VPN, database administration) and related services
- Act as a single point of contact (SPOC) of customers/vendors
- Respond and assist user whit their IT request (software/hardware installation, IP phones, etc.) interact, understand, and recommend solutions to users
- Ensure that the best possible levels of service and quality and availability are maintained
- Adherence to both Business and IT policies and procedures when providing service to the users/customers
- Implement the IT security policies of the company
- Ensure that the Business Contingency Planning (BCP) activities to support business critical elements if the service during disaster
- Implement security access design for the detected critical deficiencies and recommended solutions for improvement
- Research and evaluate new development and solutions in computer, telecommunications, and power industry
- Participate in the industry forums and events that will gain the benefit of new technology that can be use in future projects and upgrade

PROJECT INVOLVEMENT

GOODYEAR PHILIPPINES INC.

Project Description: Office renovation for Goodyear Philippines Inc.

Job Performed: Project leader of the office renovation project. Leads on submitting the approval of budget for the cost of the renovation. Find contractor that will create new office plan base on the company requirements. Supervised on the materials and furniture that will be used. Supervised on the structured cabling and number of nodes that will be terminated for the new office.

GOODYEAR REGIONAL BUSINESS SERVICE (GBS) OFFICE MIGRATION

Project Description: Migration of the current office of GBS to a new office since the company already evolves and employees/associates has a huge increase in numbers.

Job Performed: Setup the whole network infrastructure (LAN and WAN), Servers which includes, file and printer, application and database servers. Setup backup system for the its disaster recovery.

GOODYEAR REGIONAL BUSINESS SERVICE (GBS) OFFICE SETUP

Project Description: Setup new office for the sister company of GOODYEAR Philippines that will serve as the shared services of GOODYEAR Tire and Rubber Company for the financial aspects. The new office will be the contact center of the whole Asia Pacific countries and later will cater the whole Global office of the company which include EMEA, North America and Latin America.

Job Performed: Setup the whole network infrastructure (LAN and WAN), Servers which includes file and printer, application, and database servers. Setup backup system for the its disaster recovery. Supervised

all the vendors and suppliers that will setup other infrastructure of the office like Biometrics/fingerprint systems and CCTV system.

MDI

32nd St. Cor. 7th St. Bonifacio Global City,
Taguig, Philippines

System Administrator

IT Operation

September 10, 2013 – February 15, 2014

Account: Globe Telecommunication

Job Description and Responsibilities

- Maintains the performance of different servers with different OS such as Windows, Linux, HP-UX, and Solaris
- Monitor daily backup and of the servers and troubleshoot for any issues encountered
- Troubleshoot and attend activity for any server problem and issues
- Support and assist globe department employees that access the productions servers
- Troubleshoot and maintains server backups
- Investigate server related issues and provide updates and reports for an ongoing issue
- Performs server updates and upgrades
- Work hand on hand with the Database Administration (DBA) team for any server and database problem
- Generate and provide reports for server utilization
- Performs inventory for the update of physical machine
- Performs daily checking and housekeeping of server spaces
- Performs preventive maintenance as needed by the servers to maintain its good condition

IMAGINET INTERNATIONAL INC.

Guadalupe Viejo, Makati City

Network Engineer

Project Implementation | Operation

October 3, 2011 – August 15, 2013

Job Description and Responsibilities

- Team leader for new projects to be implemented that handles 3 to 5 members of the team that delegate task that the member can properly handle
- Investigates network related issues, providing updates and reports on ongoing issues and work with other service providers until resolution has provided
- Handles escalated concern for such cases that need immediate attentions
- Troubleshoot backbone network related fault
- Assessing traffic patterns and implementing traffic conditioning to ensure that bandwidth is optimized in the network
- Provide Visio documentation for Network audit design and configurations of the existing network

- Coordinate with clients and third-party vendor (NCS Singapore, Tata Communication Singapore and Global Reliance Singapore) on deploying Cisco network equipment for network upgrade and migration
- Deploy and configure Cisco routers (3900, 2900, 1900, 1800 series), switches (2900, 1800 series)
- Manage and create domain user account, groups, and emails through exchange servers, security permission, antivirus, and spam
- Configure and deploy Firewall specially WatchGuard firewall and its policy
- Configure and implement wireless devices such as Airlive Access Points for client's wireless infrastructure
- Configure VOIP phone such as Polycom and Alcatel
- Configure Cisco network equipment such as router, switches, and access point such as Cisco Aironet, WLC
- Perform cable layout, structured cabling, and termination from the patch panel up to the I/O port for different workstation
- Supervised and handle OJT's
- Deployed from the client site for the maintenance of their network
- Perform PC troubleshooting and other problem experienced by the client

PROJECT INVOLVEMENT

FRONTIER OIL

Project Description: Network and Systems Upgrade

Job Performed: Team leader of the project which is composed of 4 members on the team. Delegates task on each member of the team. Create project schedule that will be done in the time agreed of the company and the client. Task include, setting up of client domain. Migration of their emails to a new webmail using Linux web mail. Setup of new File server that will be used as shared drive with backup system implemented using Symantec Backup Exec. Migration of user OS laptop from windows 7 Home Edition to Window 7 Professional using an open license.

Philippine Strategic Alliance (PSA - Shanghai, China Office)

Project Description: Setup of Secure Connection Server and OS Laptop Migration

Job Performed: Setup a secure Branch Office VPN connection going to Philippines office using WatchGuard Firewall and Migrate laptop OS to Windows 7 Professional

Philippine Strategic Alliance (PSA - Poland Office via Remote)

Project Description: Setup VMWare platform infrastructure for their servers. Enable High Availability (HA) setup for their redundant connection.

Philippine Strategic Alliance (PSA - Makati Office)

Project Description: Server Setup

Job Performed: Setup and mount a new server that will be used as File server for their company shared file storage.

Oceana Gold Mining Corporation (Didipio, Nueva Viscaya)

Project Description: Infrastructure Setup

Job Performed: Performed structured cabling. Terminate LAN cable (CAT 5E) from the I/O port to the patch panel and performed end-to-end testing terminated to the access switches. Setup wireless infrastructure equipment from the main admin building to the new admin building for the operations.

Filmenera Resources (Aroroy, Masbate)

Project Description: Infrastructure Setup

Job Performed: Setup structured cabling with 120 nodes. Terminate LAN (CAT 5E) end-to-end from the I/O port to the patch panel. Performed fluke testing from the access switch to the I/O. Setup wireless infrastructure equipment from the new admin building for operations.

TECHNISTOCK PHILIPPINES INC.

Ortigas Center, Pasig City, Philippines

Field Technical Engineer

IT Operation

December 1, 2009 – October 3, 2011

Job Description and Responsibilities

- Provides technical assistance and support to clients on the field or over the phone for their issues
- Provides technical assistance and support to company's internal network, and to the employees on their PC and network issues
- Deploy and install Trading System use in trading transaction in the stock market
- Install trading terminals and servers
- Configure and troubleshoot clients network devices such as routers, modems, and switches
- Perform testing of executable files, SQL scripts and patches
- Back up, restore, and create maintenance plan for SQL databases and websites use in the trading system
- Install patches on website for online trading, register and un-register DLL files for the website and run IIS
- Perform testing and deployment of SQL Server Integration Services
- Install and configure Windows 2003 Server, MSSQL Server 2003 and 2008
- Troubleshoot leased line point to point connection, internet connection, dial up connection

SYKES ASIA

K Pointe Bldng. Aurora Blvd. cor.

Gilmore, Quezon City

Technical Support Engineer

NOC Operation

May 5, 2008 – September 25, 2009

Job Description and Responsibilities

- Provides technical assistance to clients for their T1 circuits issues over the phone or remote
- Perform proper level of escalation of tickets/incidents
- Handles and troubleshoot escalated tickets/incidents as a part of the escalation team
- Manage internet service of clients
- Keep customers and management updated on efforts aimed at restoration of their services
- Handles tickets escalated to client in top management for proper handling and monitoring until resolution

- Responds to email in a timely manner of customers who escalated through client website and or high management
- Troubleshoot data T1, MPLS, Fractional T1, NxT1, and MLPPP circuits
- Configure and test circuits by accessing the router and switches remotely and via Back Door connection
- Performs different testing such as intrusive, non-intrusive, stress, and head to head testing with different ISP on U.S. like Verizon

REFERENCES:

Available upon request.

I hereby certify that the statement, data, information, and documents stated and attached herein are the factual truth to the best of my knowledge.

Ulysses C. Mendoza

Applicant Signature