Dennis Apolonio Mendoza

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CAREER SUMMARY

- Over 14 years' experience as **Enterprise Network Engineer, Data Center Engineer & Project Manager**, primarily working in **fast-paced**, **low latency** environments.
- Recent 3 years' experience as a Data Center Engineer working in the Data Centers of Citigroup & IBM (HCL, BIOS).
- Started career as an Infrastructure Support Engineer before moving into Network Engineering in 2011.
- Solid technical expertise in configuring various enterprise network devices across brands including **Avaya & Cisco**, configuring a wide range of routing & switching protocols including **DMVPN/GRE, HSRP, MPLS, RIPng (RIPng, EIGRP, OSPF), (BGP), Frame Relay, SD-WAN, VLAN, STP, VTP, Trunking, Etherchannel, Port Security** & configuring network security/firewall including **Watchguard, PFSense, Mikrotik, Fortinet, F5 & Juniper Firewall**.

Details:
- Experienced as Network Engineer in various Networking Technologies.
- Experienced as Data Center Engineer specialized in Data Center Management/Projects and Business As usual tasks.
- Experienced as Telco Vendor Dispatch Engineer (Circuit Install/De-install/Testing) involvement in Pre-Staging and Migration.
- Experience of using SD-WAN Deployment for Cisco Viptela and SilverPeak
- Experience of Docker, Kubernetes and Ansible setting up for Cloud and Automation Infrastructure
- Learning to pursue Certification in Red Hat Linux to Python Programming Language for Devnet Operations
- Experience in monitoring work for network abnormal operation detection and capacity planning specifically in Server/Network rack allocations for Data Center

TECHNICAL EXPERTISE

Operating Systems	: Windows Server, Ubuntu/CentOS and Rocky Linux Server, Cisco IOS, IOS-XR NX-OS Networking Technologies
	: IOS Configuration, Cisco, AVAYA, Wireless Controller, Network Access Control (802.1x), Cisco Catalyst Switches (3500, 4948, 4948e); Cisco Nexus (5000, 7000, 9000 series), Arista CS-7050TX-64R
Routing Protocols	: DMVPN/GRE, HSRP, MPLS, RIPng (RIPng, EIGRP, OSPF – IGP), (BGP - EGP), Frame Relay, Knowledgeable in Unicast and Multicast Routing and SDWAN
Switching Protocols	: VLAN, STP, VTP, Trunking, Etherchannel, Port Security
Wireless Technologies	: Cisco Wireless Controller and Access points configuration and Break Fix installation, Aruba EVPN, SDWAN projects installation
Others, Tools	: Setup GNS3 Emulator, EVE-NG Emulator for Network Design and Implementation Testing and for Pre-Staging, NMS application (Solarwinds), Knowledgeable in Automation
Voice Technologies	: CUCM/Call Manager, Publisher and VOIP/IP Phone
Firewall/Security	: Watchguard, PFSense and Mikrotik, Knowledge in Fortinet, F5, Juniper Firewall

PROFESSIONAL EXPERIENCE

Baytec Co., Ltd – Tokyo, Japan (Equipment Vendor for Rakuten Mobile)   Oct 2021 – Present
<u>Senior Product Manager of Network Solutions – Strategic Planning & Development, 5G ORAN Solutions</u>

- Currently building 5G telecommunications network infrastructure & wireless networks for Rakuten Mobile Inc.
- Attends daily online meeting for both technical and development discussion for Open-RAN and CPRI units with different stakeholders for alignment and progress.
- Attended overseas Factory of manufacturing company who is developing the NGDU product unit visited and audited their production line for quality and assurance in Vietnam.
- Collaborate with Rakuten QA Team for first releases version of NGDU in the Rakuten Lab for component's software upgrade to align with the testing requirements.
- Support to deploy and upgrade NGDU testing units for Quality Assurance, Automation and for other testing requirements in Rakuten lab.
- Helps to deploy and upgrade NGDU units for Fujitsu third party company for some sort of hardware testing.
- Manually upgraded Operating System (Rocky Linux OS), and other component software of both ORAN and CPRI Next-Generation Distributed Units hardware unit (NGDUs) as part of the pre-staging for mass deployment to be dispatched in the field.
- Firmware validation.
- Automated upgrade of NGDUs to the latest software versions including Infra commissioning of DU applications, Juniper-Cloud Network Routing and timing synchronization through Rakuten Symphony automation for NGDU field units.
- Ensure that upgraded NGDUs should be validated and verified with reachability of sub6 and millimeter wave(user equipment) as deployment scenarios in the field.
- Troubleshoot NGDUs that are having issues during upgrade.
- Install and configure spare CentOS server with Raid 1 configuration that serves as DHCP server, web server (for the image download that will be mounted through BMC), TFTP server in case will be used for PXE boot in the future.
- Configure L2/L3 switch with 10G/25G fiber connectivity path between the DHCP server and the NGDU unit.
- Added users to the server that will be used to tunnel in case of remote work.
- Works with manufacturing vendor to troubleshoot RMA failed units from the field and/or for testing.

HCL Tokyo, Japan (on-site IBM Cloud)   **Jun 2020 – Sep 2021**

Data Center Operations Specialist Tier 3, DC Operations

- Rack, build, cable, configure, and provision Intel and Advanced Micro Devices (AMD) servers.
- Deployment of networking equipment such as Layer 2 and 3 Switches, Routers, Firewalls,
- Load Balancers, HSM devices and Cisco Layer 2 networking equipment.
- Troubleshoot, test, quality assurance of server hardware, networking devices and rack to power distribution unit.
- Professionally resolve hardware issues via trouble ticket
- Troubleshoot and resolve problems with basic network and operating system installations and configurations.
- Monitor and assist our automated provisioning system for new server orders.
- Monitor and escalate issues with customer's servers as necessary.
- Troubleshoot stalled Operating System Installation provisioning based on automation - Windows Server, Linux, Unix
- Setup, configure and troubleshoot server's raid controller for data redundancies.
- Row buildout of row/rack for Cloud Internal services and Customer services platform
- Perform installation, monitoring, maintenance, support, and optimization of all production. server hardware, software.
- Install/Run, test, and label Ethernet and Fiber cables using standard data center protocols. and using cable management systems.
- Provide accurate and detailed logs within the ticketing and messaging systems for callouts. and system alerts, as well as for communication and escalation steps taken to ensure. prompt resolution of supported equipment and processes.
- Manages escalated support cases and leads appropriate internal technical resources and/or 3rd party vendors to resolution.
- Running enterprise administrative scripting using Bash, Powershell etc. to setup, troubleshoot or fix stalled provisions.
- Award: *IBM Above and Beyond Award* **(Global Recognition).**

BIOS Inc., Tokyo, Japan   **Sep 2018 – May 2020**

Supporting Citi Group Services Japan Technology Infrastructure

Data Center Engineer, Core and Infrastructure, Site Management Team

Technical Environment: Rack & Stack, Break Fix, Server Configuration, Linux Installation, Copper, -Fiber and SFPs Troubleshooting, Server Isolation and Decommission, Change and Project Management

- Hands-on Hardware Troubleshooting (IBM/HP/SUN). Install, setup, and configuration of IT networking principles. Perform hardware Break/Fix.
- Coordinate with local vendors for both technical and administrative matters.
- Document workflow and update operation manuals.
- Discuss with clients, customers, etc. occasionally to explain current operations. Knowledge and interest in HP, DELL, Sun Servers and IBM hardware.
- An interest in Blade Servers and SANS Network.
- Ability to install servers and manage workstations.
- Experience of working as a data center engineer with clear understanding of data center operation in general.
- Experience of racking servers and an understanding of cabling such as patching from Network Managed devices to Servers, server-to-server, IDF/MDF Tie and patch panels.
- Experience of On-site IMAC activity. General knowledge of ITIL as change management or Service Request Process. Experience of monitoring onsite vendor activity, managing IT Assets, and Project Management.
- Ability to design Rack Space and Patch allocations
- Projects Pre-staging and testing

Verizon Enterprise Solutions, Alabang NCR, Philippines   **Sep 2015 – May 2018**

Network Engineer, Client Kaiser Permanente, USA, Network Operations Center Team

Technical Environment: Incident Management, Break Fix, Managed Network Devices Configuration and Troubleshooting, Cisco Routers and Switches, Wireless Controller and Access Point, Voice Configuration and Troubleshooting

- Provide technical support and assistance to a large US-based financial customer subscribing to a wide range of network products and services including LAN, WAN, IPT, andwireless infrastructure.
- Operate in a 7x24 environment, manage proactive network events, perform initial diagnostics, repair Verizon and third- party access problems, replace and reconfigure Customer-Premise Equipment (CPE), and escalate to level two technical support groups

when necessary.
- Proactively detect anomalies and performance issues and bring problems to resolution to the full satisfaction of our business partners, utilizing network performance monitoring tools to identify impairments that may affect managed network and services.
- Perform end-to-end trouble isolation and repair on physical layer services purchased by our business partners; utilize test tools and equipment to isolate the cause of impairments on the Verizon Business LEC, PTT or other provider networks.
- Interact with Customer Service Centers, Network Management Centers, Verizon Business Operations Groups, LECS, Account Teams and Customers to facilitate isolation and repair of faults in the network within established baseline objectives.
- Participate in High and Critical bridge calls to perform concurrent troubleshooting with level two technical groups, third- party vendors, and business partners to efficiently drive the

incident to a resolution.
- Maintain accurate logs of trouble isolation and repair efforts and keep business partners updated on efforts aimed at restoration of services.
- Adhere to customer laid out processes and comply to ITIL best practices
- Development of knowledge and skills in network and system administration, particularly with regard to Kaiser Permanente's own architecture and platforms.
- Tier Support for co-location, customer backup network and ISP services moreover 49,000 plus managed devices throughout United States of America.
- Participate in a 24x7 call-out if required.

PanAsiatic Call Centers, Negros Occidental, Philippines　　　　　**Jan 2014 – Aug 2015**
Network Administrator/IT Supervisor, IT Division
Technical Environment: Rack and Stack, Router and Switch Deployment, LAN Configurations and Installations, IOS Upgrade, OS Desktop Installation via MDT Server image
- Maintain a thorough understanding of the basics behind the Internet and its working (DNS, Security, IP Routing, HTTP, VPN, Email Routing, SPAM, etc)
- Configure and setup CISCO and Watchguard Firewalls, VPN Connection and Security appliances for access to vital business applications
- Design, setup and configure complex switching environments
- Maintain a thorough understanding of Local Area Networking
- Assist in the design of multi-server environments including IP address schemes, DNS, WINS, Ethernet Channel (Bonding), etc
- Configuring and installing client and server network software for upgrading and maintaining network and telecommunication systems
- Maintaining multi-site network operations and software applications, operating systems and regular maintenance with both private and public facilities
- Managing assigned projects and program components to deliver services in accordance with established objectives
- Responding to inquiries from staff, administrators, service providers, site personnel and outside vendors to provide technical assistance and support
- Supervising the administration of systems and servers related network to ensure availability of services to authorized users
- Troubleshooting malfunctions of network hardware and software applications, telephones and security system to resolve operational issues and restore services
- Perform other duties, as assigned

AMA Computer College, Philippines　　　　　　　　　　　**Aug 2013 – Jan 2014**
IT Administrator/Software Support Engineer (SSE)
- Managing Firewall Servers, VPN, Installation of Laboratory Software and Hardware Troubleshooting and Networks

RE&S Enterprises Pte. Ltd.　　　　　　　　　　　　　　　　**Nov 2011 – Jan 2013**
IT Technician
- Providing technical support to employees in troubleshooting and resolving of desktop PCs, email, and network problems. (LAN/WAN network Infrastructure)
- Perform Branches POS controller system checking, printers and computer hardware and software installation, configuration, management, preventive maintenance, troubleshooting and virus protection
- Visit more than 50 outlets around Singapore to check, troubleshoot machine on a daily basis and do weekly preventive maintenance.
- Provide overall system administration, education and training of software to end-users
- Remote access to any outlets from HO thru Teamviewer and Logmein programs to ensure and check the status of systems, internet connectivity speed for sending and receiving data for daily transactions
- Remote monitoring CCTV operations to all outlets ensuring all cameras are properly working for security purposes and for backtrack records if needed
- Performs miscellaneous job-related duties as assigned.
- Back-up daily transaction data of the branch that suffers computer system failure or down of system and cannot be able to perform sending of data that should be sent to system administration database server for checking daily transactions.

ePLDT Ventus (subsidiary of PLDT Telco)   Apr 2008 – Nov 2009
Technical Support (Fixed Wireless Broadband Account)

- Providing 1st level support to end-users in troubleshooting and resolving of email, and network problems or primarily internet connectivity issues. (LAN/WAN network Infrastructure)
- Provide overall system administration, education and training of software to end-users
- Review systems regularly to improve and streamline work processes
- Performs miscellaneous job-related duties as assigned.
- Performs internet access configurations, troubleshooting & billing inquiries
- Possessing a high level of customer service, with the ability to respond promptly and effectively to all customers ensuring their needs are met
- Having strong interpersonal skills including patience, persistence and flexibility

Cintrée Management Services Inc.   Feb 2007 – May 2007
Technical Support Engineer

- Implement and updates new successfully developed and supported live applications
- Perform computer hardware and software installation, configuration, management, preventive maintenance, troubleshooting and virus protection
- Assist the Branch Personnel through the detail - oriented running computer systems and applications and by assisting them how to do some step-by-step procedures about the new programs that have been installed
- Installs all new and repaired computer technology that is brought into designated branch area of Cebuana Lhuillier Pawnshop
- Recommend maintenance procedures, equipment and parts needs, to the Area and Branch Operations Managers and the Management Information Technology Coordinator.
- Maintain an inventory of defective, repair and upgrade parts for all computers in all branches
- Back-up daily transaction data of the branch that suffers computer system failure or down of system and cannot be able to perform sending of data that should be sent to system administration database server for checking daily transactions.

Computer Access Providers Association   Mar 2006 – Jan 2007
Computer System Technician

- Install and assemble both old and new computer models and repaired technology
- Repair and diagnose all computer systems and related electronic equipment
- Provide replaceable hardware computer units such as disk drives, printers, cables, scanners, monitors, etc. for costumers
- Maintains an inventory of repair and upgrade parts for all computers
- Assists with the upkeep of the sales of Computer Technology Inventory.

EDUCATION

AMA University, Manila, Philippines   Apr 2004
Bachelor's Degree of Engineering – Computer and Information Engineering

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CERTIFICATION AND DIPLOMA

- Juniper Networks Certified Specialist,   Feb 2022
  Service Provider Routing & Switching (JNCIS-SP)
- Cisco CCNA Routing and Switching
- Fortinet's Network Security Expert Certification – NSE (Network Security Associate) 1, 2 & 3
- Cisco CCNP Routing and Switching (ROUTE)
- ITIL V3 Foundations
- Juniper: Cloud (JNCIA-Cloud, Design, Junos, Security), Automation and DevOps(JNCIA-DevOps)
- IBM Cloud Essentials
- Cisco Cyber Security Essentials
- Introduction to Cyber Security

TRAINING

- NSE 3 Network Security Associate, NSE Training Institute   Feb 2022
- 5G New Radio Advanced Training, 5GWorldPro   Jan 2022
- 5G Open RAN Training, 5GWorldPro   Dec 2021

LANGUAGES

- Japanese : Basic
- English   : Fluent