



Richmond Patricio

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PROFILE

Dedicated professional with demonstrated strengths in customer service, time management and trend tracking. Good at troubleshooting problems and building successful solutions. Excellent verbal and written communicator with strong background cultivating positive relationships and exceeding goals.

SKILLS

- Proficient in Cisco Meraki dashboard and devices
- Knowledgeable in ADSL and leased line troubleshooting
- IPV4 Subnetting
- TCP/IP, DNS, DHCP
- SNMP, Syslog, Solarwinds
- In depth understanding of local loop
- Knowledgeable in PC hardware troubleshooting

WORK EXPERIENCE

NETWORK ENGINEER, Rustan's Supercenters, Inc. under Nityo Infotech Services Philippines.

November 2018 – March 2022

- Managing projects on installation, maintenance, IT infrastructure development, and technical support.
- Enhancing network systems and provisioning support for system engineering activities entailing mapping business processes, studying workflow to design technical solutions and ensuring business functionality.
- Acting as an escalation gate to resolve critical issues of the team members within SLA.
- Budgeting/Influencing for equipment, assembly, and Telco costs.
- Maintaining/Monitoring on networking devices of head office, data centers, warehouses, and stores.
- Admin related task such as creating presentations for executive reporting, vendor management, team handling, etc.

FAULT MANAGEMENT ASSISTANT, PLDT under Curo Teknika Inc.

Boni Avenue, Mandaluyong City
May 2016 – June 2018

- Test and diagnose corporate client's reported concern for their DSL, leased line, Wireless, Metro-Eline/WAN and I-GATE connection
- Configures and maintain Multi-Access Gateway System and Subscriber Management System, Netman 4000(UT-STARCOM UTAG) and Huawei UMS DSLAM craft terminals.
- Accessing of HUAWEI Multi-Service Transport platforms (MSAPU2000), Telindus Concentrator, Telco systems T-Marc and CISCO WAN Manager System for troubleshooting and intrusive testing.
- Accessing of IP Backbone namely Telabs, Cisco and Huawei IPBB for testing and troubleshooting WAN connections of customers and corporate branches.
- Coordinates with Field Personnel, service partners and other PLDT groups for restoration and testing of data line service
- Work with field technicians to provide solutions to customers circuit concerns

EDUCATION

Bachelor of Science in Computer Engineering
Far Eastern University Institute of Technology
Manila, Philippines

EXPERIENCES

- MK2 Data Center Rehabilitation
- RSCI Distribution Center Network Rehabilitation
- RSCI Cisco Meraki Migration
- RSCI Head Office Transfer
- RSCI to RSC Migration Project
- Fiber to the Home training, PLDT Innolab Mandaluyong City, 2017