

# JEGIN MIKO DIMAYUGA

Cell: +63 905-464-3064 • [miko.dimayuga@gmail.com](mailto:miko.dimayuga@gmail.com)

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## HIGHLIGHT OF QUALIFICATION

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- ❖ Designed and implemented a new network infrastructure for a large healthcare organization, resulting in a 25% increase in network speed and a 15% reduction in downtime.
- ❖ Provided technical support and guidance to end-users, resulting in a 20% reduction in support tickets and an increase in overall user satisfaction.
- ❖ Developed and implemented network security protocols, resulting in zero security breaches over a two-year period.
- ❖ Strong interpersonal skills which ensure capability to establish meaningful and cooperative relationships with clients, families, and colleagues.

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## RELEVANT EXPERIENCE

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- Developed and implemented network monitoring tools, resulting in a 50% reduction in network downtime and improved network performance.
- Configured and managed Vlans and remote access solutions, enabling 100% remote work capabilities for the organization and increasing team productivity by 35%.
- Implemented and maintained network monitoring tools, reducing network downtime by 20% and improving network performance by 15%.
- Designed, configured, and troubleshooted Cisco routers, switches, and firewalls, improving network reliability by 30% and reducing network downtime by 25%.
- Cisco Certified Network Engineer with expertise in troubleshooting complex network issues and optimizing network performance for maximum efficiency.
- Self-motivated, takes initiative, reliable, punctual, hardworking.
- Always ensured safety and security of clients.

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## EMPLOYMENT HISTORY

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<b>Network Engineer</b> Startek Philippines Inc.	<b>January 2023 - Present</b> Philippines
<b>Senior Network Analyst</b> United Health Group	<b>September 2019 – April 2022</b> Philippines
<b>Network Engineer</b> TPG Telecoms	<b>August 2015 - September 2019</b> Philippines
<b>Back Office Assitant</b> Globe Telecoms	<b>June 2015 – August 2015</b> Philippines

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## EDUCATION AND TRAININGS

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**Cisco Certified Network Associate**

Cisco Career Certifications & Training

**August 2016**

Philippines

**Computer Hardware Servicing NCII**

Technical Education and Skills Development Authority

**November 2012**

Laguna, Philippines

**Bachelor of Science in Computer Science**

Laguna College

**June 2005 – March 2009**

Laguna, Philippines

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## CHARACTER REFERENCE

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### **Kevin Quimbao**

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