Renz Niño Mauro

Professional Title

A passionate individual pursuing to build a long-term career in a network related position that will utilize my skills towards professional growth and development while making a significant contribution to the company.

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WORK EXPERIENCE

Associate Professional - IT Operations

Ingram Micro Philippines

07/2022 - Present,

Tasks

- Responsible for the monitoring and event management of Ingram Micro's IT infrastructure and applications which includes servers, network, database, web and application systems critical to the business.
- Assign low to medium complexity to junior resources. Interpret alerts/events generated from the monitoring tools.
- Prioritize alerts based on threshold levels, severity of warnings
- Facilitate bridge calls to triage alert ownership as well as to determine business impact as needed
- Evaluate alerts that require escalation to vendor.
- Ensure resolution is provided within SLA.

GLOBAL NETWORK OPERATION CENTER II (GNOC Engineer)

Converge ICT Solutions, Inc.

07/2021 - 07/2022,

Tasks

- Identify, resolve or escalate any anomalies before any form of Service degradation/downtime is experienced.
- Responsible for status monitoring, escalating and completing scheduled maintenance activity.
- Raise incident tickets in response to monitoring alerts and reports from internal/external customers.
- Capable of using Networking Monitoring Tools (Solarwinds, PRTG, and Weathermaps).

applications.

SKILLS

Troubleshooting of computer hardware and software.

Knowledgeable in Computer Networks (Routing and Switching).

CERTIFICATES

Cisco Certified Network Associate 200-301
(03/2021 - Present)

ITIL ® Foundation Certificate in IT Service Management (Version 4)
(11/2023 - Present)

TECHNICAL KNOWLEDGE

Routing Protocols

- RIP, EIGRP, STATIC ROUTING, OSPF, and BGP.

Local Area Network

- IP Routing and Routing on a Stick.

Switching

- Spanning Tree Protocol (STP), Virtual Trunking Protocol (VTP), Etherchannel, and Virtual LAN (VLAN)

Others

- DNS, DHCP, IPV6, NAT, and ACL

EDUCATION

Bachelor of Science in Computer Engineering
Polytechnic University of the Philippines - Manila
(2014 - 2020)