JEFFREY SUMALINOG

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SKILLS

- Network Device Monitoring
- End Point Configurations
- User Support
- Network Performance Monitoring
- Cisco Switching Expertise
- Remote Work Support
- Wireless Networks Troubleshooting
- Network Troubleshooting
- Technical Support
- Network Configuration
- LAN Switching Technologies
- Network Monitoring Tools
- Software-Defined Networking Familiarity

EDUCATION

New England College
Quezon City, PH • 10/2016

Bachelor of Science: Information Technology

CERTIFICATIONS

- CCNA - Cisco Certified Network Associate
- CCNP Encore - Implementing and Operating Cisco Enterprise Network Core Technologies
- CCNP Ensdwi - Implementing Cisco SD-WAN Solutions

PROFESSIONAL SUMMARY

Experienced NOC Engineer with proven skills in Network troubleshooting. In-depth understanding of IT systems and networks, working tirelessly to improve route performance. Interacts regularly with clients, documenting services provided and issues addressed.

WORK EXPERIENCE

Zayo - Network Operation Engineer II (SDWAN)
Philippines • 11/2021 - 11/2023

- Resetting/Activating of Velo cloud (VMware SDWAN)
- Configuring and troubleshooting Velo cloud
- Implementing VLAN and firewall configuration on the Velo cloud
- Implementing WAN connections such as cutover and addressing
- Implementing Change request
- Creating and implementing business policy
- Supporting L1/L2 network issues on different clients
- Monitoring of Velo cloud client networks using logic monitor, BigPanda
- Monitoring and troubleshooting of Aruba Poe switches and Access points using HPE Greenlake
- Monitoring and troubleshooting Cisco AP and wireless (DIGI and Cisco Meraki AP, WLC, and Switches using Cisco SD wan technology
- Monitoring and troubleshooting of Juniper AP (MIST) using the Mist portal
- Assist arrived field tech on specific sites/branches of the clients for L1 troubleshooting
- Engaging on ISP to seek the latest update on their wan connection(static/outages/maintenance)
- Processing of RMA for faulty network devices
- Joining a bridge call with the client's Network engineers and an NOC engineer
- Handling escalated tickets from Tier 1 NOC engineer
- Keeping SLA on tickets using Service now-Sending emails to clients to inform them of network-related issues

Saudi Aramco - Network Engineer
Saudi Arabia • 05/2019 - 05/2021

- Handling and Resolving Tickets (Remedy service management and Service desk)
- Remote Assistance using RDC or SCCM

- End-user support
- Troubleshoot network, software, and hardware issue
- Activating network ports on the wall and Cisco switches
- Network Cabling
- Installing an Access point (Cisco Meraki MR 26)

- Network peering of patch panels, switches, and marc from source to peer side
- Updating of group policy
- Installing and troubleshooting layer 1 cloud printer issues
- Resetting and updating the user's account and password in the active directory
- Joining the User's computer to the company's domain network

Gigahertz Computer System - Computer Technician
Philippines • 06/2018 - 12/2018

- Enhanced system performance by conducting regular software and hardware updates.
- Implemented data backup solutions to protect vital company information from potential loss.
- REOS on the user's desktop and laptop
- Updating software and window patches
- Diagnosed and Repair the user's laptop and desktop
- Upgrading of hardware for desktop and laptop
- Creating a report/status on the user's unit

Technological Institute Of The Philippines - Computer Laboratory Assistant
Philippines • 10/2017 - 03/2018

- Enhanced computer lab efficiency by maintaining and updating hardware and software systems.
- Ensured smooth operations in the lab by providing timely technical support to students and faculty members.
- Boosted student understanding of complex concepts through clear demonstrations of software applications.
- Tested new software and hardware prior to deployment.
- Installed, configured and maintained computer systems and network connections.
- Diagnosed and troubleshot hardware, software and network issues.
- Responded to customer inquiries and provided technical assistance over phone and in person.

TriPeople Foundation, Inc - IT Technical Support
Philippines • 05/2015 - 06/2017

- Diagnosed complex technical problems, saving time and resources by providing effective solutions quickly.
- Managed IT asset inventory efficiently, ensuring accurate tracking and timely replacement or upgrades as needed.
- Offered troubleshooting of connectivity issues across networks such as Wi-Fi, cellular, and routers.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Patched software and installed new versions to eliminate security problems and protect data.

LANGUAGES

English

Full Professional