

# JENNIFER JANE AQUINO

Computer network technician

+587-434-0058



jenniferaquinox@gmail.com



79 Wolf Creek Manor SE Calgary, AB T2X 3Z9



## SUMMARY

Boasting nearly four years of experience in the Telecommunications and Information Technology industry, I possess a proven track record of success and am confident in my ability to make a valuable contribution to your esteemed team. My expertise lies in monitoring network performance, troubleshooting, and provisioning network and client equipment, ensuring quality service and customer satisfaction. Moreover, I am dedicated to delivering high-quality work and possess HCIA certification, great analytical skills, and excellent time management abilities.

## EDUCATION

### University of Batangas

Bachelor of Science in Electronics Engineering  
2014 – 2018

## SKILLS

- Network Equipment troubleshooting skills.
- Knowledge in configuration of network devices and equipment.
- Network Management and Monitoring Tools
- Knowledge in Routing and Switching
- Strong organizational and time-management skills
- Exceptional communication and interpersonal skills
- Ability to work independently and as part of a team
- Detail-oriented and able to handle multiple tasks simultaneously
- Trainable and willing to learn new things
- Willing to render overtime

## PROFESSIONAL QUALIFICATION

Electronics Engineer ,ECE  
Electronics Technician ,ECT  
APRIL 2019  
Professional Regulation Commission  
Manila, Philippines

## CERTIFICATIONS

- Huawei Certified ICT Associate (HCIA R&S) (June 2022 – June 2025)
- Fortinet Network Security Expert Level 1 --3 Associate (Aug 2022 – Aug 2024)

## PROFESSIONAL EXPERIENCE

### NOC Monitor Engineer

JUNE 2023-PRESENT

ZTE Philippines Inc,

- Efficiently manage and monitor DITO's operations by responding to network alarms, incidents, and outages in accordance with the specified service level agreements (SLAs).
- Duties for the DITO Wireless Project entail overseeing both its operation and maintenance. This includes performing initial troubleshooting for both hardware and software faults, as well as monitoring DITO's cell availability and facilities, such as power.
- Block and unblock LTE and 5G cells by request
- Responsible for handling 1st level troubleshooting issues
- Diagnose network incidents and problems using appropriate troubleshooting tools.
- Collaborate with resolver teams to investigate and resolve escalated support requests.
- Monitoring the whole process of the ticket items, and closes the alarms within the SLA

### Senior Network Engineer

SEPT 2022 - JAN 2023`

Converge ICT Solutions Inc.`

### Network Engineer I

SEPT 2019 - AUG 2022`

Converge ICT Solutions Inc.

- Handles provisioning of corporate accounts and assist field engineer in troubleshooting and testing of newly commissioned equipment installed in client premise.
- Responsible in aftersales request such as upgrade, downgrade, temporary and permanent disconnection of company clients.
- Participates / Monitors in commissioning and testing of Access network equipment such as OLT and layer 2 switches.
- Ensures that mapping of configuration for all Permanently Disconnected clients accounts are cleared to maintain reliability and accuracy of network elements.
- Participates / Monitors in application testing of new activated PON module in OLT.
- Request to upstream providers for BGP advertisement requirement of customer and monitors until completion of tasks.