

HERVIN CO

Network Support Engineer

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OBJECTIVE

Experienced professional adept in network support, IT administration, and sales validation leadership roles. Proven track record of optimizing network infrastructure, enhancing user support, and streamlining operations in both corporate and educational environments. Skilled in leading teams to achieve objectives and ensuring compliance with industry standards. Ready to leverage expertise to drive success in future endeavors.

EXPERIENCE

NETWORK SUPPORT ENGINEER: Advance Food Concepts Inc. (Manufacturing) - (June 2021 - March 2024), Marikina, Philippines

I am a highly experienced Network Support Engineer specializing in installing, configuring, and maintaining firewalls and network equipment to ensure robust security and optimal performance. At Advance Food Concepts Inc., I significantly improved network stability and security by optimizing IT infrastructure and providing comprehensive support to end users. With proficiency in CISCO systems, I excel in troubleshooting network issues, collaborating with MIS Officers on network planning, and managing P2P connections with ISPs to ensure continuous and reliable network access.

- Experienced in installing, configuring, and maintaining firewalls and network equipment to ensure robust network security and optimal performance.
- Proficient in troubleshooting network issues and building configurations to support end users effectively.
- Skilled in collaborating with MIS Officers and contractors to plan and implement network infrastructure and cabling solutions.
- Strong ability to provide user support and training, ensuring efficient use of IT resources and minimal downtime.
- Adept at managing Point-to-Point (P2P) connections with ISPs to ensure continuous and reliable network access.
- Proficiency in CISCO Systems, including routers, switches, and network management tools.

IT SUPPORT SPECIALIST: Infant Jesus Academy (April 2017 - March 2021), Marikina, Philippines

As an IT Support Specialist at Infant Jesus Academy, I ensured smooth academic operations by managing software applications, providing technical support, and maintaining IT infrastructure. Collaborating across teams and departments, I ensured uninterrupted connectivity and efficient technology resource utilization.

- **Software Management:** Ensuring access to essential applications for students across all levels.
- **Technical Assistance:** Providing timely support and guidance for software usage.
- **System Maintenance:** Collaborating for quarterly software maintenance.
- **Infrastructure Management:** Overseeing daily CCTV backup and server monitoring.
- **Equipment Inventory:** Conducting annual IT equipment inventory.

SALES VALIDATION - TEAM LEADER: Philippine Long Distance Telephone Company

(PLDT) (September 2015 - February 2017) Quezon, Philippines

As a Sales Validation Team Leader at the Philippine Long Distance Telephone Company (PLDT), I lead a team of sales validation specialists in ensuring the accuracy and compliance of sales transactions. Through effective leadership and collaboration, I drive performance excellence, maintain high standards of quality assurance, and uphold the integrity of sales operations to maximize customer satisfaction and business success.

- **Team Lead:** Direct and supervise a team of 47 sales validation specialists.
- **Sales Validation Oversight:** Ensure accurate verification of sales transactions and compliance with company policies.
- **Quality Assurance:** Monitor and evaluate validation activities, providing feedback for improvement.
- **Performance Management:** Track team metrics and implement strategies to optimize efficiency.
- **Collaboration:** Work closely with sales teams and stakeholders to improve processes and communication.

IT CERTIFICATIONS: Juniper Srx345 Training JunOs

EDUCATION

ICCT Colleges Foundation Inc. | Bachelor of Science in Information Technology

2009 – 2013

LANGUAGES: Filipino and English