**Padilla, Mark Edward S.**

Z-038 Blk. 1 Lot 32,

Zen Residences At Vizkaya

Calajo-an, Minglanilla, Cebu

Mobile: +63 936 910 3151

Email: markedward.padilla@gmail.com **Systems Engineer**

**Trainings / Short Courses:**

Implementing a Microsoft Windows Server 2003 Network Infrastructure: Network Hosts

Windows Server 2012 System Administration

Windows Server 2012 Installing and Configuring (70-410): Part 1 by Ed Liberman

Windows Operating System Fundamentals: Managing and Maintaining by Ken Mauldin

Windows Operating System Fundamentals: Install and Configure by Ken Mauldin

Windows Server 2012 R2 (70-410) Server Roles and Features by Jason Helmick

Server Administration for CompTIA Server+ (SK0-004) by Mike Pfeiffer

Linux Server Skills for Windows Administrators by David Clinton

Linux System Administration Fundamentals by Andrew

LFCS: Linux Essentials by Andrew Mallett

CompTIA Security+ (SY0-401) Network Security by Christopher Rees

Networking for CompTIA Server+ (SK0-004) by Mike Pfeiffer

Hardware for CompTIA A+ (220-901) by Tim Warner

Exam Review for CompTIA Linux+ (LX0-103) and LPI LPIC-1(101-400) (100%) by Andrew Mallett

Introduction to Networking for Cisco CCNA 200-125/100-105 by Ross Bagurdes

TCP/IP and Networking Fundamentals for IT Pros by Ed Liberman

vSphere 6 Foundations: Introduction by David Davis

vSphere 6 Foundations: Install and Configure vCenter and ESXi by David Davis

vSphere 6 Data Center: Introduction by Greg Shields

vSphere 6 Data Center: Configure and Administer Security by Greg Shields

ITIL® Foundations by Lowell Amos

ITIL® Service Operation by Lowell Amos

Home Automation Fundamentals by Erik Dietrich

Beginner's Guide to Digital Painting in Photoshop by Eddie Russell

The Successful Technical Interview for Interviewers by Jason Alba

Career Management 2.0 by Jason Alba

Telephone Block Wiring (Qatar Telecom)

**PROFESSIONAL SKILLS:**

Installation/Management/Administration of Active Directory, Active Roles, DNS and DHCP for Windows Server 2003, 2008, 2012 Domain Controller, Microsoft Exchange Server 2016, Microsoft NTFS, MS Office 365 Exchange Online (O365) Administration, Google Suite Administration, VPN, Outlook Application and OWA, OneDrive, Sharepoint, IBM AS/400 and Mainframes.

Setup, configuration and troubleshooting of various virtualization technologies such as ESX / ESXi, VMware vSphere Server, VMware workstation, Microsoft Hyper-V.

Remote Desktop: Citrix VDI/VDA, RDP, Terminal Server.

Communication/Chat Tools: MS Teams, Slack.

Strong Background on RAIDs 0, 1, 5, 6, 10 (0+1), OSI Layers, NAS, SAN, and DAS.

Knowledgeable in the installation and configuration of Imaging and Backup System (Backup and Recovery Policy): Veeam, Acronis, Synology, Windows Backup.

Collaboration Tools like Cisco IP Communicator, Mitel, AVAYA, Asterisk, and CISCO IP Phones

Understands Web Architecture and Management (IIS); TCP/IP Networking and Security; Telephone System and VoIP

Proficient in Microsoft Applications, OS, and Services: Microsoft Azure / Azure AD, Amazon Web Services (AWS); Windows NT, 95, 98, 2000, XP, Vista, 7, 8, 10, and Server 2003/2008/2012/2016, Microsoft Navision.

Proficient in Linux OS/Server: Ubuntu, Mint, PC Linux OS, Zorin OS, openSUSE, CentOS, Oracle Linux, etc.,

Proficient in Mac OS 9 and 10 environments iOS/ Android (Networking: WAN, LAN. vLAN including modem/router/switch (Cisco Meraki, Catalyst, Ubiquity, Mikrotik, etc)); Firewalls like ASA, Dell Sonicwall.

Proficient in MS Office: Word, Excel, Power Point, Access, and Front Page; OpenOffice/LibreOffice: Writer, Calc, Impress, Math, and Base.

Proficient in Ticketing Systems like ConnectWise, NetHelpdesk/Halo, and Salesforce.

Spam Filtering System (e.g.: Proofpoint, Ironscales, etc.)

Proficient in Remote Monitoring Systems Tools like Kaseya, Labtech, ScreenConnect, Automate, Zoho Assist, Nagios, Teamviewer, LogMeIn, Kaseya, ScreenConnect, Datto, and Automate.

Proficient in Documentation Tools like: IT Glue, Sharepoint, Passportal, Confluence, etc.

Proficient in Computer and Printer Networking, Modem, Switch, IP Phones, Asterisk / PABX, CCTV, and Router Configuration

Proficient in Network Cabling (Cat 5/6), Setup, and Configuration.

PC Hardware and Software troubleshooting with Email Client configuration (MS Outlook, Outlook, OE Express, Mozilla Thunderbird, Lotus notes/Sametime, Email servers SMTP/POP3); Lync (IM).

Basic programming skills in C#, Turbo C, and Visual Basic languages; Selenium software testing tool (Automation)

Understands the basic concepts of XML: TM / TMX / GMX / W3C ITS; web services and CMS

Knowledgeable in Adobe Photoshop 5 and 6; Audio Visual (Photoshop CS5 and 6) and Video editing (Windows Movie Maker); AutoCAD 2007, HTML, and MySQL ; SQL queries and database concepts; Bug tracking tool: BUGZILLA

Excellent customer service, communication skills, and team player

An independent self-starter and efficient in multi-tasking activities

Able to quickly adapt in a fast paced changing environment and systems

Strong background of spoken and written English

**PROFESSIONAL EXPERIENCE:**

**7. YEMPO (Your Employee Offshore)** (Oct. 08, 2018 – July 2020)

8/F Oakridge IT Center 2, Oakridge Business Park

880 A.S. Fortuna St., Mandaue City, Cebu

Position Title (Level): Systems Engineer

**-** Yempo (“Your Employees Offshore”) is a values-driven, Western-owned outsourcing company operating from three boutique offices in the Philippines. Its aim is to enable access to high caliber, low-cost resources for small to medium enterprises and those not yet exposed to the benefits of outsourcing offshore. We value Commitment, Excellence and Community and run a highly professional organization operating with the utmost respect and consideration for the local culture.

I am tasked to handle US and Australian companies in an MSP environment. Tasks include (but not limited to):

* Hosts and Virtual Machines management and administration (ESX/ESXi, VMware vSphere Server, VMware workstation, Microsoft Hyper-V) including Cloud Computing/Hosting Services (e.g.: Azure and AWS).
* Manage and Configure enterprise LAN, WAN, WLAN and VPN Technologies.
* Server hardware setup and troubleshooting (RAID, RAM upgrade, CPU upgrade, iLO/IMM. iDrac setup).
* Spam Filtering System (e.g.: Proofpoint, Ironscales, etc.)
* NOC Oerations/Alerts.
* Setup and administration of Network Attached Storage.
* Monitor Network using Network Monitoring tools like: Kaseya, ScreenConnect, Solarwinds, Datto RMM, etc.
* Global Administrator for MS O365, Active Directory DS Administration, DNS, DHCP, Microsoft server and Exchange Administration, Firewall, VPN, and Network Security management and administration (e.g.: Dell Sonicwall, Cisco Meraki), Computer/Printer Networking (TCP/IP and Multicast) and Security, Patching and Updates, Google Suite Administration, Outlook Application and OWA, OneDrive, Sharepoint.
* Backup system (Veeam, Acronis, Symantec Backup Exec, Cloud Backup Solutions, Windows backup, RAID).
* VoIP System
* PowerShell Scripting.
* Update documentation regularly (IT Glue, ConnectWise, etc.)
* Diagnose and Resolve hardware and software issues (Windows and Mac OS).
* Daily IT tasks.

**6. Zylun Phil., Inc.** (Oct. 08, 2014 - April 16, 2018 (Zylun is now CoDev))

7F The Link Building,

Cebu IT Park, Apas, Cebu City

Position Title (Level): Systems Administrator

**- Zylun's** mission is to help small and medium size enterprises take advantage of a highly skilled global workforce in a simple and cost effective way. We help companies flexibly hire a staff overseas comprised of developers, designers, Internet marketers, managers, and customer service representatives.

I am tasked to handle the following Systems for Planning, Analyzing, Developing, Administering, Maintaining, and Troubleshooting: CCTV, Public Address and General Alarm (PA/GA), and Access Control;

In order for these Systems to function well, I'm assigned to Integrate Computer Systems, Administer, Install, Configure, Test, and Maintain Windows Servers (2003, 2008, 2012), Active Directory, DNS, DHCP; Set up/Install Hypervisors I/II (VMware vSphere ESXi 5.5); Set up/Install RAID, NAS, SAN, and DAS systems; Set up/Install of CISCO/AVAYA Phones; Set up/Install of Racks, and Cabinets; Install and Configure of Imaging and Backup System and Collaboration Tools like CISCO IP Communicator; Configure/Program Networking devices (WAN/LAN - Modems/Routers/Switches (Cisco, Ubiquity, Mikrotik, etc), Access Points, Wireless Repeaters/Extenders, etc) for specific business needs and requirements, and Port Forwarding;

I am tasked to handle US companies in an MSP environment. Tasks include (but not limited to): Hosts and Virtual Machines management and administration (Hyper-V) including Cloud Hosting Services (e.g.: Azure and AWS). Global Administrator for O365, Active Directory DS Administration, DNS, DHCP, Microsoft server and Exchange Administration, Firewall, VPN, and Network Security management and administration (e.g.: Dell Sonicwall, Cisco Meraki), Computer/Printer Networking (WAN/LAN) and Security, Patching and Updates, Google Suite Administration, Outlook Application and OWA, OneDrive, Sharepoint, MS O365 Applications administration, VMware vSphere esxi Administration, Backup system (Veeam, Acronis, Windows backup, RAID), VoIP System, Powershell Scripting, Update documentation regularly, Diagnose and Resolve hardware and software issues (Windows and Mac OS, Daily IT tasks.

I also evaluate and prepare the reports in checking the performance of all networking systems in coordination with other departments, and implement all network and system hardware, software, and administers all operations.

**5. Control Contracting and Trading Co. Pvt. (Qatar) W.L.L.** (June. 12, 2012 – June 21, 2014)

Second floor , Al Kuwari Building,
Al- Saad Street.
P.O. Box : 22665, Doha – Qatar.

Position Title (Level): Telecom Technician / QA QC

- Was founded on over a decade of experience and a long history of providing a high standard of support and service to the General Contracting Civil Work, Air-Conditioning Mechanical & Electrical Works, Telecommunication Contracting & Maintenance Onshore / Offshore Oil and Gas Field Installation Services in The State of Qatar.

**Onsite Tasks:**

I was assigned to Install, Configure, Test, Optimize, Monitor, Manage, Maintain and Document/Inventory the following system/network: Structured Cabling Network, Fiber Optic Cable Network, Video Conferencing System, Audio Visual System, Satellite Entertainment System, Hotline telephone System, Public Address and General Alarm (PA/GA) System, CCTV System, Access Control System, Gate Barriers System, and Nurse Call System, Hypervisors, MS Exchange Servers / Office / Office 365.

Provides Training and Support for end-users and IT personnel on the said systems.

Prepares Request for Inspection (RFI) Schedule in coordination with Site Engineers; Prepares Request for Inspection (RFIs) for the completed Activities; Ensures that all activities are in compliant with approved drawing and specifications prior to installation and construction; Inspection of received materials in accordance with the approved drawing specifications prior to installation; Monitors and checks all installation for the above mentioned systems/networks; Maintains/updates RFI register; Monitoring and tracking (Inventory) of Materials, Liaises with vendors on technical information, and Prepares Dossiers.

**Offsite/Remote Tasks:**

I am tasked to handle local companies in an MSP environment. Tasks include (but not limited to): Hosts and Virtual Machines management and administration (Hyper-V) including Cloud Hosting Services (e.g.: Azure and AWS). Global Administrator for O365, Active Directory DS Administration, DNS, DHCP, Microsoft server and Exchange Administration, Firewall, VPN, and Network Security management and administration (e.g.: Dell Sonicwall, Cisco Meraki), Computer/Printer Networking (WAN/LAN) and Security, Patching and Updates, Google Suite Administration, Outlook Application and OWA, OneDrive, Sharepoint, MS O365 Applications administration, VMware vSphere esxi Administration, Backup system (Veeam, Acronis, Windows backup, RAID), VoIP System, Powershell Scripting, Update documentation regularly, Diagnose and Resolve hardware and software issues (Windows and Mac OS, Daily IT tasks.

**4. Lexmark Research and Development Corp.** (Dec 1, 2009 – August 11, 2011)

Lexmark Plaza 3 Samar Loop cor.

Panay Road, Cebu Business Park

Cebu City

Position Title (Level): Technical Support Specialist

* **A Global Technology Company**. Lexmark International, Inc. (NYSE: LXK) is a leading developer, manufacturer and supplier of printing and imaging solutions for offices and homes. Since separating from IBM in 1991, Lexmark's product line has expanded to include laser printers, inkjet printers, and multifunction devices, as well as associated supplies and services.

I was assigned to troubleshoot multi-function printer related (business type) issues like: driver, installation, Computer and Printer networking (WAN/LAN), Port Forwarding, embedded solutions/application (e. g.: scan to email, scan to hard drive, scan to network, etc.), firmware updates; Configure printer SMTP server to work for email; Configure printer to work for faxing. All of these are on Windows and Mac environments via phone, email, online support/ticketing/chat, and remote access.

Special Key Splits assigned to me/my team:

* BSD (Business Solution Dealer) calls in, asking further help about any printer related issues, parts recommendation & escalation
* Full support on all printer software/solutions.
* Basic support on MVP/E (Mark Vision Professional/Enterprise)
* FSE (Field System Engineer) calls in, asking further help about any printer related issues, parts recommendation & escalation
* Full support on all printer software/solutions.
* Basic support on MVP/E (Mark Vision Professional/Enterprise)
* SE (System Engineer)calls in, asking further help about any printer related issues, parts recommendation & escalation
* Full support on all printer software/solutions.
* Basic support on MVP/E (Mark Vision Professional/Enterprise)
* ASP (Authorized Service Provider)calls in, asking further help about any printer related issues, parts recommendation & escalation
* Full support on all printer software/solutions.
* Basic support on MVP/E (Mark Vision Professional/Enterprise)
* Key Account (e.g. Coca Cola, JPMorgan, USAF, US Military) calls in, asking further help about any printer related issues.
* Full support on all printer software/solutions.
* Basic support on MVP/E (Mark Vision Professional/Enterprise)

**3. 24/7 Customer Philippines, Inc.** (June 10, 2008 – August 29, 2009)

8/F Insular Life Building

Ayala Avenue

Makati City 1200

Position Title (Level): Technical Support Representative

* 24/7 Customer is the No. 1 partner in customer interactions for 90% of its clients and employs over 9,000 people worldwide. With over 20 industry awards 24/7 is globally rated amongst the best performing and innovative companies in customer lifecycle management.

I was assigned to troubleshoot internet connection problems on Windows and Mac environments (Both Servers and OS), WAN, LAN (modem/router/switch), Port Forwarding, TCP/IP, Microsoft Office / Outlook / Outlook Express, Email servers (SMTP/POP3), and computer issues like: viruses, Winsock errors, Software/Applications like: MS Outlook and Outlook Express. (Via phone, email, remote access)

**2. Sykes Asia, Inc.** (August 21, 2006 – May 2008)

34/F. Burgundy Corporate Tower

252 Sen. Gil Puyat Ave.

Makati City 1200

Position Title (Level): Technical Support Representative

- SYKES is a global leader in providing customer contact management solutions and services in the business process outsourcing (BPO) arena. SYKES provides an array of sophisticated customer contact management solutions to Fortune 1000 companies around the world, primarily in the communications, financial services, healthcare, technology and transportation and leisure industries.

I was assigned to troubleshoot internet connection problems on Windows and Mac environments, WAN, LAN (modem/router/switch), Port Forwarding, TCP/IP, Email servers (SMTP/POP3), and computer issues like: viruses, Winsock errors, Software/Applications like: MS Outlook and Outlook Express. (Via phone, email, remote access)

**1. Sitel** (March 2004 - June, 2006 (formerly Clientlogic Phils.))

EPZA, Loakan Road, Baguio City.

I was assigned to troubleshoot internet connection problems on Windows and Mac environments, WAN, LAN (modem/router/switch), Port Forwarding, TCP/IP, Email servers (SMTP/POP3), and computer issues like: viruses, Winsock errors, Software/Applications like: MS Outlook and Outlook Express. (Via phone, email, remote access)

**EDUCATION:**

College (1998 – 2003)

**Saint Louis University** (1999 - 2003)

Course: BS Information Technology (2000 – 2003 (Graduated))

Course: AB Economics (1999 - 2000)

Baguio City

**University of Baguio** (1998 - 1999)

Course: BS Accountancy

Baguio City

Secondary (1994-1998):

**Sacred Heart Seminary**

Palo, Leyte

Elementary (1988-1994):

**Catbalogan I Central School**

Catbalogan, Samar

**PERSONAL DATA:**

Status: Married

Gender: Male

Birth date: June 28, 1981

Languages: Filipino (Mother Tongue), English (Excellent)

Citizenship: Filipino

Height: 5’7”

Weight: 78 Kg