

# JOHN CRIS F. CANTERA

**Permanent:** BLK49 LOT20 PHASE 1, Bigaa, Cabuyao City, Laguna

**Contact Number:** (63) 907 – 720 – 3455

**Email Address:** [johncriscantera@gmail.com](mailto:johncriscantera@gmail.com)



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## **Work Experience:**

### **Position : App/Cloud Support Sr. Analyst**

**Company:** Accenture

**Address:** Working From Home (WFH)

**Date:** May 02, 2022 - Present

#### **Job Description:**

- Managing of Ticketing System (Service-now)
- Managing **SPLUNK**
- Resolving **Network Security issue** from client
- Managing **emails (Outlook)**
- Deploying **Network Security Changes**
  - Routing (Static, BGP, Dynamic, RIP, EGP, OSPF and EIGRP)
  - NAT policies (Static, Dynamic and PAT)
  - Configuration of interfaces
  - Security Policies
  - GlobalProtect VPN
  - Network Object addresses and services
  - URL filtering
  - Application Filtering
  - Mapping of users group
- Managing **PALO ALTO PRISMA ACCESS (PROXY)**
- Managing **PALO ALTO FIREWALLS**
- Live troubleshooting via **Video Call (MS TEAMS)**
- Giving instruction to client for **Level 1 troubleshooting**
- Collaboration with the team to discuss the Network Security issues for the week.
- Documentation using **MS office 365 (excel, Visio, Word, PowerPoint and Onenote)**
- Managing files on **ONEDRIVE**

## **Position : Level 2 Network Security Engineer**

**Company:** PH Alsons/AWS Information System Inc.

**Address:** 4th Flr. Don Jacinto Bldg. 141 Salcedo St. Legaspi Village, Makati City

**Date:** March 28, 2021 – May 02, 2022

### **Job Description:**

- Managing of Ticketing System (Service-now)
- Managing **SPLUNK**
- Resolving **Network Security issue** from client
- Managing **emails (Outlook)**
- Deploying **Network Security Changes**
  - Routing (Static, BGP, Dynamic, RIP, EGP, OSPF and EIGRP)
  - NAT policies (Static, Dynamic and PAT)
  - Configuration of interfaces
  - Security Policies
  - GlobalProtect VPN
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- Live troubleshooting via **Video Call (MS TEAMS)**
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- Managing files on **ONEDRIVE**

## **Position : Sr. IT SUPPORT OFFICER**

**Department:** Information Technology

**Company:** Aquoz Solutions Inc. (BPO)

**Address:** 28th Floor, Zuellig Building Makati Avenue cor Paseo de Roxas Makati Metro Manila

**Date:** April 1, 2019 – October 1, 2020

### **Job Description:**

- Real Time MONITORING OF NETWORK using **PRTG and PINGPLOTTER**.
- PINGPLOTTER SETUP
- **NETWORK PROBLEM ESCALATION to NOC also in ISP**
- **Hourly Reporting of Network and Devices Status.**
- Creating/Managing **Tickets for network and devices issue.**
- **SERVER SETUP (WINDOWS 2012 R2)**
- **FIREWALL'S POLICY (JUNIPER and FORTINET) CONFIGURATION.**
- ORGANIZING NETWORK CABLE USING SERVER **PATCHPANELS**
- CONFIGURATIONS/SETUP of **CONVERTER/EXTENDER DEVICES**
- **DVR CONFIGURATIONS** both IP and COAX CCTV.
- **DESIGNING AND BUILDING A NETWORK INFRASTRUCTURE**

- FAMILIARIZATION in OTHER MACHINE like **GAMING/CASINO MACHINE**.
- SETTING UP **UBUNTU OS** (SERVER, DESKTOP USER)
- SETTING UP A **TICKETING SYSTEM (OPEN SOURCE)**
- **HYPER V** and **VMware** setup/configuration.
- Configuration of **MEDIA SERVERS**.
- Dell switch/Cisco Switch VLAN/Trunk configuration.
- **UAT SOFTWARE TESTING**.

**Position: Management Information System (M.I.S) in-charge**

**Department:** Administration

**Company:** F.R.P Philippines Corporation (Manufacturing)

**Address:** 113 North Science Avenue, Laguna Technopark

**Date :** March 14, 2018 – March 15, 2019

**Job Description:**

- Monitoring and management of all computers and peripherals in the company.
- Server operation and management.
- All users, emails and devices directory.
- Internet connection. Basic troubleshooting and configuration.
- Creation/alteration of PC users, folders, permissions and security on the server.
- Server backup (Weekly, Monthly).
- Printers installation, configuration and maintenance. Including the replacement of toners and other parts as needed.
- Email domain and users configuration and troubleshooting.
- CCTV configuration, backup and maintenance.
- Continuous implementation of M.I.S process for ISO compliance, including the proper process on Job - Request and Semi-Annual Computer maintenance. Proper documentation and filings.
- Company's System configuration and maintenance.
- PABX trunkline and local troubleshooting.
- Creation of employees ID and Biometrics registration
- Generation and uploading of employees DTR to payroll system.
- Proper setup/configuration of CISCO router, DLink, TP-Link and switches also on Ethernet cable.
- Burning files on CD.
- Projector setup when needed.
- Submission of Server backup and PC monthly monitoring report.
- Endorsement of additional Internet connection for FRP internet purpose.
- Endorsement of Server Management for continuous improvement.
- Proper keeping and continuous checking of all IT related devices of the company.

**Position: Server/Maintenance**

**Company:** Kweyz Internet Café (SME)

**Address:** 467 Purok 6 Brgy. Bigaa, Cabuyao City, Laguna

**Date :** January 16, 2017 – January 30, 2018

**Job Description:**

- Monitoring of time in Café Manila (Server).
- Maintenance of all computers and peripherals.
- Configuration of Load Balancer Router.

**Position: Encoder**

**Department:** Logistics

**Company:** Monde Nissin Corporation (Manufacturing)

**Address:** Balibago, Sta. Rosa City, Laguna

**Date :** July 2016 – January 2017

**Job Description:**

- Checking of back order items.
- Encoding of the SKU of items to the system (WEBPO).
- Inventory management

**SKILLS:**

- Configuring of **FIREWALL (CISCO Asa FirePOWER)**.
- **CCTV** configuration, backup and maintenance
- Continuous implementation of M.I.S process for **ISO compliance**
- Can type average of 55 words per minute.
- Communications skills
- Configuration of **domain email**
- Setting up a **HP SERVER** using **ARRAY CONFIGURATION UTILITY (ACU)**
- Configuration of **Back up Utility**
- Knowledgeable in **System Security** and **User / Administration Account**.
- Setting up a **Ticketing System (OPEN SOURCE)** using Ubuntu (linux)
- **PINGPLOTTER SETUP**
- Creation of **Batch Files**.
- **MANAGING FIREWALL (JUNIPER, FORTINET and PALO ALTO) CONFIGURATIONS**
- **CONFIGURATIONS/SETUP of CONVERTER/EXTENDER DEVICES**
- **Hyper V and VMware** setup/configuration.
- **NETWORK** problem escalation.
- **Implementing and Administering Cisco Solutions.**
  - **Dynamic Route (EIGRP, RIP and OSPF)**
  - **Static Route, Default Static Route, Floating Static Route**
  - **DHCP Server**
  - **Vlan**
  - **Static NAT, Dynamic NAT and PAT**
  - **switchport Policy / ACL**
  - **Port Channel**
  - **IPV4 addressing**
  - **Wireless LAN Controller (WLC) / Access Point (AP)**
  - **FHRP (HSRP)**

- Oriented in Microsoft Office applications such as:
  - Microsoft Office Word
  - Microsoft Office Excel
  - Microsoft Office PowerPoint
- **Implementing and Administering Palo Alto, Juniper and Fortinet Firewalls**
- **Implementing and Administering PRISMA ACCESS (PROXY)**

## **LICENSURE EXAM AND CERTIFICATIONS:**

**Course: Network Security Expert II (NSE2)**

**School:** Fortinet NSE Institute

**Certification Date:** December 31, 2020

**Certification Validity:** 2 Years

**Course: Network Security Expert I (NSE1)**

**School:** Fortinet NSE Institute

**Certification Date:** December 31, 2020

**Certification Validity:** 2 Years

**Course: Cisco Certified Network Associate 200 – 301**

**School:** Pearson Vue Testing Center - LP Innovative Technology Solutions and Consultancy

**Date issue:** November 16, 2020

**Course: CompTia Security+ (sy0-601)**

**School:** Pearson Vue Testing Center - LP Innovative Technology Solutions and Consultancy

**Date issue:** July - Ongoing

**Course: Certificate of Introduction to Packet Tracer**

**School:** Cisco Networking Academy

**Date issue:** November 17, 2020

## **DIPLOMA:**

**Course: Bachelor of Science in Information Technology**

**School:** System Technology Institute (STI) Sta. Rosa City

**Date:** 2012 – 2015

## **QUALIFICATIONS:**

- Dedicated and hardworking individual.
- Willing to render overtime.
- Can work under pressure.
- Willing to learn.

## **PERSONAL DETAILS:**

|                       |   |                   |
|-----------------------|---|-------------------|
| <b>Age</b>            | : | 27 y/o            |
| <b>Sex</b>            | : | Male              |
| <b>Height</b>         | : | 5'3"              |
| <b>Weight</b>         | : | 100lbs            |
| <b>Civil Status</b>   | : | Single            |
| <b>Language</b>       | : | Tagalog / English |
| <b>Place of Birth</b> | : | Calamba Hospital  |
| <b>Religion</b>       | : | Roman Catholic    |
| <b>Citizenship</b>    | : | Filipino          |

## **CHARACTER REFERENCES:**

|                  |   |                                                                                                                                                             |
|------------------|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ▪ Leona De leon  | : | <a href="mailto:Leona.deleon@aquozsolutions.com">Leona.deleon@aquozsolutions.com</a><br>0908-363-3635<br>IT Manager<br>Aquoz Solutions inc.                 |
| ▪ Allan Trinidad | : | <a href="mailto:Allan.trinidad@aquozsolutions.com">Allan.trinidad@aquozsolutions.com</a><br>0998-971-5207<br>Sr. IT support Officer<br>Aquoz Solutions inc. |
| ▪ Ana Mae Cedra  | : | <a href="mailto:maecedra@gmail.com">maecedra@gmail.com</a><br>0946-615-3837<br>Inventory Controller<br>McBride Corporation                                  |

*I hereby certify that the above statement is true and correct to the best of my knowledge.*

**JOHN CRIS F. CANTERA**

Applicant