GISELLE ANN M. CRUZ
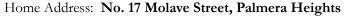
Home Address: **No. 17 Molave Street, Palmera Heights**
Valley Golf, Cainta Rizal 1900 Philippines
E-Mail Address: **giselleanncruz@gmail.com**
Mobile Phone No.: **+63961.6216.247 or +63927.4242.787**

CAREER OBJECTIVE:

To obtain an IT position that will utilizes my experience in core technical and real time support. Share my expertise in Telecommunications and IT management that will further enhance my knowledge for the benefit of the IT industry.

WORK EXPERIENCE:

SENIOR TECHNICAL ENGINEER
December 2015 to Present.
Company: NOBLE SYSTEMS PHILIPPINES
Duties and Responsibilities:
- Service Management Expert for Contact Center Solution.
- Performs daily system monitoring, verifying the integrity and availability of the systems.
- Mentoring newly hired employees for guardian resource.
- Performs Linux and Windows Servers maintenance.

SENIOR TELECOMMUNICATIONS ENGINEER
Sept 2014 to November 2014
Company: CROSPPOINT TELECOM PTY LTD.
Duties and Responsibilities:
- Planning and designing Network structure.
- Remote and Physical Asterisk Deployment
- Asterisk Configuration
- Polycom Phones deployment
- Mikrotik Firewall Deployment
- Implementation and Deployment
- Quality assurance testing.
- Assisting client for Phone Number porting process from carrier to another carrier, from local phone number to VOIP and mobile to VOIP

TECHNICAL CONSULTANT
March 2014 to September 2014
Company: ADVENT INTEGRA PTE LTD
Duties and Responsibilities:
- Managing and Maintaining Systems and Network structure.
- Configuring new services for VOICE, SMS and IPTV
- Implementing and Quality Testing for all services.
- Performing Unix. Linux and Windows 2003, 2008 and 2012 and Server Installation
- Managing and Cloud watch monitoring for Network and AMAZON/AWS Cloud Hosting.
- Managing SSL Certificate
- Provide backup and restoration operational support.
- Provide remote support and troubleshooting.

- Software Test Plans and Cases
- Analyzing Test Result

SYSTEMS AND NETWORK ENGINEER
April 2011 to March 2014
Company: PENNYTEL SDN BHD/ IVOISYS PTY LTD
        Kuala Lumpur, Malaysia
Duties and Responsibilities:
- Application support internally as well as addressing client queries, via Whirlpool forum.
- Assisting and coaching Level 1 to 3 Technical Support Escalation.
- Monitoring and troubleshooting the company network structure.
- Provide remote support, troubleshooting, system administrations, performance, maintenance, and disk management.
- Managing and conducting network and system upgrades,
- Provisioning Carrier Interconnects and Service via PortaOne and Genband
- Porting Local Australia Phone number to DID numbers.
- Porting Mobile phone number one carrier to another.
- Porting in and porting out of Local Numbers, Mobile Numbers and DID numbers from OPTUS, TELSTRA, TPG and VODAFONE to PENNYTEL, vice versa.
- Provisioning Mobile solutions and integrations.
- Client Router configuration for ADSL and SIP/VOIP.
- IP Based telephony equipment, Android and IOS service setup, testing and implementation.
- Manage daily operations, Trouble Tickets, Change Requests in compliance with the incident and change management process.
- New Service planning and projects analysis and Risk management.
- Managing corporate and retail customer accounts.

NETWORK ENGINEER   June 2009 to April 2011
Company: AURISOFT SYSTEMS CORPORATION /GRNVOIP
        Manila, Philippines
Duties and Responsibilities:
- Handling Data Networking.
- Responsible for Voice Over Internet Protocol (H.323, SIP) support and troubleshooting for EzCall/Grnvoip (VOIP Termination) and Solegy LLC.
- Configiuring IP Based Telephony; Asterisk, Linksys ATA, Quintum, 3CX, Soft phone or SIP phone's
- Responsible for coaching team members.
- Configuration for customer (RTBE& Devices/GW), performs inter-op testing etc.
- Stress Test and Quality Assurance Test for Real-Time Billing Engine and new services.
- Track and report problems and resolutions.
- Provide after-hours on-call support for company employees.
- Providing in Management Information System
- Closely monitoring of live call traffic and DB servers.

EDUCATIONAL BACKGROUND:

TERTIARY STUDIES: March 2009
        BACHELOR OF SCIENCE IN COMPUTER ENGINEERING (B.S. Cp.E.)
        TECHNOLOGICAL INSTITUTE OF THE PHILIPPINES (T.I.P)
        Cubao, Quezon City

SECONDARY STUDIES: March 2003

PHILIPPINE CHRISTIAN SCHOOLS INTERNATIONAL
Ortigas Extension, Cainta, Rizal

SPECIAL SKILLS:

Knowledge in **Voice Over Internet Protocol (h323 and SIP)**
Knowledge in **Video On Demand and IPTV**
Knowledge in **WEB SMS**
Knowledge in **Unified Communication**
Knowledge in configuring and client set up via **GenBand**
Knowledge in **PortaOne Billing** Customer Accounts
Knowledge in **VOIPSwitch set up for VOICE, SMS and IPTV**
Knowledge in **Unix, Linux and Mac Operating System**
Knowledge in **Android Mobile Operating System**
Knowledge in **Administering Squid,**
Knowledge in Administering **Windows 2003, 2008 and 2012 and Wowza Streaming. Servers.**
Knowledge in **AMAZON or AWS – Cloud Computing.**
Knowledge in **SSL**
Knowledge in **Asterisk, Trixbox, Linksys,AVAYA Quintum, 3CX, Soft phone or SIP phone's**
Knowledge in **Windows XP, Microsoft Office 2007 and Windows Vista**
Knowledge in **Apache, PHP and My SQL**
Knowledge in **Citrix App**
Knowledge in creating website using Joomla **and OpenCart.**
Knowledge in Packet analyzer like **Wireshark**
Cisco Networking (CCNA 1: **Networking Basics**; CCNA 2: **Routers and Routing Basics**; CCNA 3: **Switching Basics and Intermediate Routing**; CCNA 4: **WAN Technologies**)

CERTIFICATIONS/ACHIEVEMENTS:

CISCO CAREER CERTIFICATION
    CISCO CERTIFIED NETWORK ASSOCIATE (CCNA)

TIP- QC RECOGNITION DAY 2009
    MOST OUTSTANDING STUDENT

TIP-QC CPE PROJECT DESIGN RESEARCH AND COLLOQUIUM
    Best Female Presenter-Colloquium
    Best Project Design by Faculty's Choice

TIP-QC DEPARTMENT STUDENT GOVERNMENT
    President Batch 2008-2009
    PRO Batch 2007-2008

SHORT COURSES:

HARRYPOUND CONSULTANTS CORP   OCTOBER 2010
MANAGING DIFFICULT CUSTOMER