

Mark Mon Eleazar Monteros, CCNA



4135 Princeton Residences, Gilmore Ave., Aurora Blvd., Quezon City, PH

Mobile: +63 948 580 3914 **Viber:** +63 919 007 7507

Email: monteros.markmon@gmail.com

[linkedin.com/in/markmonmonteros](https://www.linkedin.com/in/markmonmonteros) github.com/markmon1919

Website: <https://markmonmonteros.site>

Notice period: Immediately
Last salary: P205K/monthly basic

OBJECTIVE:

With a bachelor's degree holder in Information Technology, a Cisco Certified Network Associate (CCNA), an ASC Accredited Engineer in IBM and with over 10 years of experience in the IT Industry particularly in Software Development and Infrastructure. Conducted trainings and invited as a resource speaker as part of my professional career. I venture in securing a position in a company where I can apply my experience that would best fit my qualifications. I aim to further enhance my values toward any responsibility that I will undertake, develop my talents and skills for a continuous career improvement and excel in every way to tap my potentials, making a highly competent, assertive, proactive and creative individual.

TECHNICAL & FUNCTIONAL EXPERTISE:

CORE COMPETENCIES

- Software Engineering
- DevOps/Platform Engineering
- Infrastructure Automation
- Application/API Integration
- Cloud Architecture (AWS|GCP|Azure)
- CI/CD Pipelines
- Containerization
- Infrastructure as Code (IaC)
- Data Science
- Configuration & Optimization
- Network Engineering
- Security & Monitoring
- RCA (Root Cause Analysis)

SOFTWARE DEVELOPMENT & AUTOMATION

- **Languages & Scripting:** Python (Flask, Pandas, NumPy, PyQt, Tkinter, Kivy), Bash, Golang, Curl, Expect, Java (Spring MVC, Hibernate), C#, PHP, JavaScript (ReactJS, NodeJS, PhaserJS), HTML/CSS,
- **Frameworks & Tools:** Flask, Selenium, Bootstrap, jQuery, RESTful & SOAP APIs, JSON/XML Integration, Ant, Git/GitHub
- **Methodologies:** Agile, Scrum, SDLC, CI/CD, Automation Testing, Process Flow & Data Modeling

CLOUD, DEVOPS & PLATFORM ENGINEERING

- **Cloud Platforms:** AWS, GCP, Azure, Salesforce
- **IaC & Automation:** Terraform, Ansible, CloudFormation, CI/CD Pipelines, GitOps
- **CI/CD:** Jenkins, GitHub Actions, GitLab CI, Bitbucket, GitOps/ArgoCD, AWS CodePipeline
- **Containers & Orchestration:** Container Registries (Local, DockerHub, GAR, ECR, GCR, ACR), Docker (ECS, GCS, ACS, ORB), Kubernetes (EKS, GKE, AKS, K3S, K3D), Helm, Ingress, ConfigMaps, Secrets, Deployments, ReplicaSets, DaemonSets, StatefulSets, HPA, CronJobs
- **Monitoring & Observability:** Prometheus, Loki, Datadog, Grafana, Logstash, Kibana
- **MDM & Remote Management:** Jamf Pro (JSS), Casper Suite, SSH, Telnet, Citrix, RDP
- **Cost Optimization & Cloud Security:** IAM Policies, Budget Controls, Resource Scaling

SERVER & SYSTEMS ADMINISTRATION

- **Operating Systems:** Unix/Linux (Red Hat, Debian, Ubuntu, CentOS, Alma, Rocky, SUSE, Mint & Kali-Linux), MacOS, Windows Server (2008/2012), UNIX, iOS, Android
- **Server Administration:** AD, DHCP, DNS, FTP, TFTP, Web, SQL, NTP, MX
- **Virtualization:** VMware, vCenter, vSphere, ESXi, PXE Boot, CCBboot
- **Storage Management:** SAN, NAS, RAID, SSD, HDD, USB, NTFS, EXT3, FAT, APFS

NETWORKING & SECURITY

- **Routing & Switching (L3/L2):** VLAN, OSPF, BGP, EIGRP, RIP, STP, RSTP, EtherChannel, LACP, Port Security
- **Network Devices:** Cisco (ASA, Catalyst, Nexus), Mikrotik, TP-Link, D-Link
- **Protocols & Services:** TCP/IP, DNS, VPN, DHCP, NAT, PAT, GRE, IPSec, DMZ
- **Firewalls & Proxy:** Cisco ASA, WatchGuard, Fortinet, HP Proxy Servers
- **Monitoring Tools:** SNMP, NetFlow, Syslog, Wireshark, SolarWinds

SECURITY, ETHICAL HACKING & VULNERABILITY ASSESSMENT

- **Tools:** Kali Linux, Metasploit, Beef, Armitage, MITMF, NMAP, Zenmap, Netdiscover Mint & Kali-Linux), MacOS, Windows Server (2008/2012), UNIX, iOS, Android
- **Server Administration:** AD, DHCP, DNS, FTP, TFTP, Web, SQL, NTP, MX
- **Virtualization:** VMware, vCenter, vSphere, ESXi, PXE Boot, CCBboot
- **Storage Management:** SAN, NAS, RAID, SSD, HDD, USB, NTFS, EXT3, FAT, APFS

DATABASES & DATA SCIENCE

- **Databases:** MySQL, MS SQL, PostgreSQL, MS Access, NoSQL, SQLite
- **Data Tools:** Pandas, NumPy, SciPy, Regex, Excel Automation, Data Visualization, Matplotlib
- **Machine Learning Foundations:** Feature Engineering, Predictive Modeling (Python-based)

ELIGIBILITIES/CERTIFICATIONS:

- Cisco Certified Network Associate (CCNA) [CISCO ID: CSC013002970](#)
- ASC Accredited Engineer (IBM/Lenovo/MSI/ECS)
- 70-410: Installing and Configuring Windows Server 2012
- Civil Service Eligible (Professional Level)

ACCOMPLISHMENTS/PROJECTS: (github.com/markmon1919) or (<https://markmonmonteros.site>)

- **Front-end Game Development - Bingo (Parlay Games client)** (July 2020 – recent)
Design and animation for the front-end bingo game with multiple themes and side games. Containerized and deployed to game servers and environments.
- **Salesforce Business & Integration Architect (Accenture client)** (Oct 2019 – Mar 2021)
Deliver services from client requests, create process flow, logic and integration enhancements. Root cause analysis and resolutions to problems.
Project recommendations for improvements and business continuity.
Tools developed during project:
 - ❖ **Salesforce Map Creator**
Automatically creates an instant field mapping file to be used for data load.
<https://github.com/markmon1919/python/blob/master/SalesforceMapCreator.py>
- **PSD Image resizer and converter automation coded in Python** (Oct 2019 – Oct 2019)
A console-based program coded in python 3.7 which converts unlimited photoshop images or .PSD files to .JPG and then resizes it to pre-defined custom size indicated by user including the dpi and quality adjustments.
<https://github.com/markmon1919/python/blob/master/ImageResize.py>
- **Salesforce Project Team Lead (Accenture client)** (Jun 2019 – Sept 2019)
Designed flows, business logic, data models from scratch. Integration from source to endpoint. Manages the offshore team and task distribution/assignments using Scrum and Agile methodologies.

Tools developed during project:

❖ **Salesforce DataLoad Generator**

Automatically prepares/generates a CSV file to be used for data load with reference from an exported data load from your salesforce org. I created this to fill-up and trace missing data from dev, test and production environments.

<https://github.com/markmon1919/python/blob/master/SalesforceDataLoadGenerator.py>

❖ **Salesforce API Integration Framework**

A framework model design in APEX for API Integration which contains the controllers for service, request, utility, object and parsing classes for efficient coding. Lightning components included in this repository are for the syncing functionality.

<https://github.com/markmon1919/salesforceAPI>

▪ **Salesforce Backend Developer (Accenture client) (May 2019 – Jun 2019)**

Focuses on backend development (database, metadata, configurations, functions etc.) in a news company client which has multiple domains. Conducts code reviews, RCA, bug fixing before deploying to production.

Tools developed during project:

❖ **Salesforce MetaData Loader**

Handles multiple metadata deployment/inserts/updates from CSV or txt file from static resource file. I created this to insert over 6,000 metadata records.

<https://github.com/markmon1919/salesforceAPI/blob/master/MetadataLoader.apxc>

▪ **Salesforce Business & Integration Architect (Accenture client) (Jun 2018 – May 2019)**

Design, build and configure applications to meet business process and application requirements. I'm handling this project with multi-roles: Business Architecture, Integration, Development, QA and Incident Management.

▪ **RFS Supply Tool Automation using pandas for Data Science (Accenture) (Oct 2018 – Dec 2018)**

A GUI based program coded in python 3.7 which generates a compiled report output based on given format from unlimited excel files stored in online drive. It converts excel sheets to CSV and set encoding format based on selected option. Pandas library was used on parsing and handling sheet merging, conversion and output templates. It is a multi-platform program which runs on any operating system.

https://github.com/markmon1919/python/blob/master/supplytool_ui.py

▪ **RFS Demand Tool Automation using pandas for Data Science (Accenture) (Aug 2018 – Sept 2018)**

A GUI based program coded in python 3.7 which generates a compiled report output based on given format from unlimited excel files stored in online drive. It converts excel sheets to CSV and set encoding format based on selected option. Pandas library was used on parsing and handling sheet merging, conversion and output templates. It is a multi-platform program which runs on any operating system. An automation tool matching multiple files based on keywords and strings which generates an output to be ready for import into Salesforce cloud production.

https://github.com/markmon1919/python/blob/master/demandtool_ui.py

▪ **Salesforce Application Developer (Accenture client) (July 2018 – Aug 2018)**

Designed and developed business logic and web pages for migration to new a cloud environment. Successfully deployed and finished project requirements and handled it independently (solo developer).

▪ **AI Chatbot Tech Support (Oct 2017 – Dec 2017)**

Ashley is a chatbot support program used by 25,000 remote agents/managers in the company. It is coded under C# on a .NET Framework platform and uses AIML (Artificial Intelligence Markup Language) for its cognitive function. It that talks through XMPP protocol and integrates it through any messaging software (Messenger, GoogleChat, Skype, etc.).

<https://github.com/markmon1919/com.concentrix.wah.chatbot>

▪ **Trained Bash, Expect & Python – Shell Scripting (Mar 2018 – Apr 2018)**

Conducted training to Tier 2 & Tier 1 team as a part of my transition to a new company. All modules covered contains basic and advanced shell scripting using bash, expect and python language, mostly on automation and integration with Mac OSX platform and networking.

▪ **RSYNC Automation (Mar 2018 – Mar 2018)**

Deploys scripts and executes commands remotely via SSH through thousands of remote agents. Script is coded in bash and expect; for inbound calls reduction and eliminating queues for Tier 1 support.

<https://github.com/markmon1919/bash-scripts.git>

▪ **File Parser Automation (Mar 2018 – Mar 2018)**

Reads and parses thousands of files from FTP or localhost source, gets a unique or multiple instance of a lines and redirects it to an output/new file. Script can be used to parse unlimited number files as defined by the user and it is made easy for creating reports.

<https://github.com/markmon1919/bash-scripts.git>

- **User Account Fix for Mac OSX** (Jan 2018 – Feb 2018)
Fixes abnormal behaviors for accounts and libraries in OSX platforms, like ownerships, permissions, duplicate accounts, UniqueID and Primary Group ID re-alignment, account and NFSHome directory, RealName and RecordName binding.
<https://github.com/markmon1919/bash-scripts.git>
- **Jitter Check for Network** (Sep 2017 – Oct 2017)
It is designed for checking jitters in connectivity. It tests the ethernet port from exit interface/gateway, company's VPN and Google DNS. It generates reports and analysis of the network status and conducts speed test from end user's nearest source and destination, vice versa. More likely a speed test program.
<https://github.com/markmon1919/bash-scripts.git>
- **Apple Fix** (Jun 2017 – Jun 2017)
Script is coded in two languages (bash and python) for Apple applications used by 25,000 remote agents/managers and IT supports. Script is like a shotgun troubleshooting which resolves many issues related to Network, RONAs and Software. I created this script during my first 3 months period working and it is being adapted by the company for now. AHA fix is the top resolution as for now and which made my career and my team successful.
<https://github.com/markmon1919/bash-scripts.git>
- **Keychains Fix for Mac OSX** (Jun 2017 – Jun 2017)
Keychains fix script fixes library errors, certificates and password conflicts in keychain access application.
<https://github.com/markmon1919/bash-scripts.git>
- **User Naming Convention** (May 2016 – May 2016)
It is coded under bash to have an organized naming convention in every device. It renames the computer name through the installed SSL certificate which is pulled out from the devices keychain.
<https://github.com/markmon1919/bash-scripts.git>
- **Log Checker** (Feb 2017 – Feb 2017)
This program checks log files as defined by admin like (network, system, & application logs) and it is automatically downloaded through his local machine or server and compresses it to be used for RCA (root cause analysis) and monitoring.
<https://github.com/markmon1919/bash-scripts.git>
- **Resource Speaker at Northeastern Mindanao Colleges** (Feb 21-23, 2016)

Invited as a resource speaker during an event in a university which consists of more than a hundred audiences which includes faculty and students. The topic discussed is about Android & iOS Firmware.
- **BROODtech Server and Network Infrastructure** (Mar 2012 – Aug 2016)
Designed and created the company's network and server infrastructure from scratch. It consists of more than a hundred nodes which composed of IT equipment like Cisco 1900 and 2900 series, Cisco Catalyst and Cisco layer-3 switches, Cisco ASA firewall, Wireless Access Points, CCTV, POS machines, AD/DNS/DHCP Server in Windows Server 2008 platform, SQL Server and Web Server.

WORK EXPERIENCE:

- **Emapta Inc.** – Philippines/UK/India (Remote)
Position: **Automation/Platform Engineer**
Duration: Nov 2022-recent
Responsibilities Automation/Platform Engineer
 - Maintain, optimize, and troubleshoot application infrastructure in AWS
 - Implement best practices for cloud security, scalability, and performance.
 - Design, develop, and maintain CI/CD pipelines for automation provisioning, configuration for seamless deployment
 - Automate build, test and release workflows to enhance software delivery

- Collaboration with automation project team members and other teams
- Provide technical consultations, guidance and mentorship to automation project team members
- Identify and resolve performance bottlenecks in automated workflows
- Optimize build and deployment times through automation enhancements
- Contributed to platform modernization efforts, including early migrations into containerized and orchestrated environments
- Containerized multiple applications and managed their deployment on Kubernetes (EKS)
- Implemented scalable microservices and automated deployment workflows using Helm
- Managed Kubernetes resources: Deployments, Services, Ingress, ConfigMaps, Secrets, HPA
- Troubleshoot cluster and pod-level issues, optimized workloads based on resource usage

▪ **Kumu Inc.** – Metro Manila, Philippines (Remote)

Position: **IT DevOps Lead**

Duration: Nov 2021-Nov 2022

Responsibilities IT DevOps Lead

Reason for Leaving: Company downsizing due to financial instability.

- Maintain application infrastructure in AWS
- Maintain pipeline pools in all environments.
- Cost Optimization/Reduction.
- Services and traffic migration.
- Setup tools/new tech needed for infrastructure/application.
- Containerizing apps and deployment to multiple servers.
- Deployment and demo of new release items/features every sprint.
- Conducts collaboration meetings weekly.
- Build process, workflow, cloud flow design and architecture.
- Managed application infrastructure running on Kubernetes clusters
- Built GitHub Actions pipelines for automated deployments to K8s environments
- Performed zero-downtime rollouts, scaling strategies, and performance tuning for pods/services
- Implemented Kubernetes ingress routing, TLS, and blue-green deployments

▪ **Parlay Games**

Position: **IT-DevOps/Game Developer – Team Lead / IT Consultant (Freelance)**

Duration: July 2020-Dec 2021

Reason for Leaving: End of contract.

Responsibilities IT-DevOps/Game Developer – Team Lead / IT Consultant

- Front-end and back-end game development.
- Optimization and enhancement of graphics/animations of games.
- Docker containerizing and deployment to multiple game servers.
- Assigns weekly sprint load to the team.
- Conducts collaboration meetings weekly for point estimations.
- Coordinates with clients and leads the development team in every project.
- Builds process, workflow, cloud flow design and architecture.
- Compiles codes for testing and deployment.
- Automation of business processes for a smarter, faster, efficient and more agile enterprise.

▪ **Accenture** – Metro Manila, Philippines

Position: **Business & Integration Architect – Team Lead / IT Consultant**

Duration: May 2018-Mar 2021 – 2.10 yrs.

Reason for Leaving: Remote site not applicable in province

Responsibilities as Business & Integration Architect – Team Lead / IT Consultant:

- Aligning technology with business strategy and goals.
- Work directly with the client gathering requirements.
- To analyze, design and/or implement technology best practice business changes.
- Coordinates with clients and leads the development team in every project.
- Builds process, workflow, cloud flow design and architecture.
- Compiles codes for testing and deployment.
- Automation of business processes for a smarter, faster, efficient and more agile enterprise.
- Develops Salesforce CRM for desktop and mobile apps.
- Salesforce integration to external apps.

▪ **Concentrix** – Spark Place, Cubao, Quezon City, Philippines

Position: **Asst. IT Manager – Technical Lead**

Duration: Mar 2017-Apr 2018 – 1.1 yrs.

Reason for Leaving: Better opportunity.

Responsibilities as Asst. IT Manager – Technical Lead:

- Technical lead role in the IT team.
- Conducts training for the entire IT members in the team.
- Manages tickets, staff schedules and PTO approvals.
- Handles tier 2 tickets, serves as the escalation point for Tier 1.
- Maintain Active Directory IDs.
- Root Cause Analysis.
- Scripting, debugging and deploying on software device management.
- Pushing policies and configurations on devices remotely.
- Monitoring/escalation if outages occur.
- Ensure security standards on all servers, desktops and networks.
- Help maintain several hundreds of remote agents (Windows 7+, Mac OSX 10.11+), hardware/software current as new updates are released and approved by customer.
- Use tools to ensure all systems have proper upgrades and security settings/antivirus in place.
- Monitor usage of resources and report abuse by employees.
- Troubleshoot general desktop issues for agents and hierarchy.
- Lock down and unlock devices in attrition.
- Create reports and suggestions to manager.

▪ **BROODtech Printworks & Computers** – Philippines

Position: **Operations Manager / Network & Systems Administrator**

Duration: Mar 2012-Aug 2016 – 4.5 yrs.

Reason for Leaving: I want to experience more especially working in an MNC company for me to learn and enhance my skills.

Work Description as Operations Manager / Network & Systems Administrator:

- Manages and maintains company's existing network, PCs, housekeeping and back-up of company server(s).
- Configure servers, routers, switches and other devices (notebooks, mobile, printers, etc.) connected on the network.
- Creates topologies, routes and IP addresses for new network projects.
- Configures firmware settings/telnet devices on network through CLI or GUI.
- Enhances network performance and fixes network connection conflicts.
- Exchange Server and Active Directory Configuration and maintenance.
- MS Windows 2008 R2 Implementation, Administration and support. Inclusive of Domain Controllers, DNS, DHCP and Active Directory.
- Enforces and deploys applications and upgrades following standard changes and release management process.
- Maintains software, IT maintenance contracts, liaise with contractors, conduct troubleshooting and updating of accounts in Active Directory.
- Liaises with vendors on technical issues and system upgrading.
- Identifies and recommends necessary actions to improve the IT infrastructure of the company.
- Creates and configures VLAN and Port-security settings.
- Responsible in monitoring, system and LAN/WAN networks to ensure that all connectivity is working with the use of Solarwinds monitoring tool.

▪ **Smartmatic (SMMT-TIM) Job volunteer during National Elections** – Philippines

Position: **VCM Tech Coordinator**

Duration: Nov 2015-May 2016 – 7 mos.

Reason for Leaving: *End of contract.*

Work Description as VCM Tech Coordinator:

- VCM (vote-counting machine) operation and maintenance.
- Responsible for VCM troubleshooting, security and transmission.
- Deployment of VCM on assigned precincts.
- Conducts training and seminars for VCM technicians and voters.
- Assist BEI's for proper process/methods on handling VCM.
- Monitor BEI's reports and collecting them after vote counting.
- Assist BEI's on sealing VCM and transportation to COMELEC.

▪ **City Accounting Office, City Govt. of Surigao – Philippines**

Position: OJT (On-the-Job Training)

Duration: Aug 2011–Jan 2012 – 6 mos.

Reason for Leaving: End of Contract.

Work Description:

- Maintain and troubleshoot desktop computers, computer related hardware and software devices in the accounting department.
- Create reports in every equipment issue handled.
- Escalate issues to equipment team for any device replacements.
- Deploying and setting up devices in the whole department.

▪ **Biologic Systems – Philippines**

Position: Computer Technician

Duration: Mar 2009–Feb 2011 – 2 yrs.

Salary: P10,000 / monthly

Reason for Leaving: End of Contract.

Work Description as Computer Technician:

- Computer hardware sales and customer services.
- Repair, maintain and troubleshooting of computer hardware.
- Operating system installation and other software.
- Network cabling, configuration and maintenance.

TRAININGS/SEMINARS:

▪ **Google Cloud Fundamentals for AWS Professionals**

Philippines – 25 Apr 2022

▪ **Salesforce.com Lightning Training (80015029)**

Accenture Uptown Mall Tower 2, BGC, Taguig Philippines – 16 Jul 2018

▪ **Salesforce.com Basic Developer Bootcamp (DEV401)**

Accenture Gateway Tower 2, Cubao, Quezon City, Philippines – 11 Jun 2018

▪ **Troubleshooting Linux, Mac OSX and JSS/Jamf Administration**

Concentrix Spark Place, Cubao, Quezon City, Philippines – 24 Apr 2017

▪ **200-120 CCNAX Interconnecting Cisco Networking Devices: Accelerated**

Nexus IT Training Center, Burgundy Empire, Pasig City, Philippines – 20 Nov 2015

▪ **VMWare 5.5: Install, Configure and Manage**

Nexus IT Training Center, Burgundy Empire, Pasig City, Philippines – 19 Nov 2015

- **70-140: Installing and Configuring Windows Server 2012**

Nexus IT Training Center, Burgundy Empire, Pasig City, Philippines – 20 Nov 2015

- **Smartmatic (SSMT-TIM): VCM Operation Training**

VMO Hotel, M. Ortiz St., Surigao City, Philippines – 29 Feb 2015

- **ASC Accredited Engineer: (IBM/Lenovo/ECS/MSI)**

IBM Plaza, Eastwood City, Libis, Philippines – 23 Aug 2015

- **Scinetek Web Programming: HTML, CSS, Java, Wordpress, Apache and MySQL**

Department of Education (DepEd), Rizal St., Surigao City, Philippines – 28 Oct 2015

- **Department of Labor and Employment (DOLE): Safety and Precautions**

Hotel Grande Suites, San Juan, Surigao City, Philippines – 04 Aug 2015

AFFILIATIONS:

- International Order of Demolay (*Leon Kilat Chapter*) – Dumaguete City, Philippines
- Smartmatic (*SSMT-TIM*) Outsourcing Team & VCM Tech – Surigao City, Philippines

PERSONAL PARTICULARS:

- AGE: 37
- DOB: May 21, 1988
- Marital Status: Married
- Nationality: Filipino
- Gender: Male

EDUCATION: (*Graduated on the following institutes/universities*)

- **College:** ST. PAUL UNIVERSITY SURIGAO, *Surigao City, Philippines*
Bachelor of Science in Information Technology
- **Secondary:** CARAGA REGIONAL SCIENCE HIGH , *Surigao City, Philippines*
- **Primary:** SURIGAO CITY PILOT SCHOOL, *Surigao City, Philippines*

CHARACTER OF REFERENCE:

ADRIAN ADRIANO

Cybersecurity & Software Consultant - Oppos
Malaysia | Philippines
Email: adrian.adriano.tech@gmail.com
Contact# (Viber): +63 917 675 4499

ALFRED VER

DevSecOps – Technology Elite
Mindanao Ave., Quezon City
Email: alfred.ver@gmail.com
Contact#: +63 905 483 0158

TRISTAN O. CUSI III

Sr. Manager – Concentrix
Mindanao Ave., Quezon City
Email: tocusi@gmail.com
Contact#: +63 920 961 1234

NEIL LYNDON E. PACATANG

IT Infrastructure Analyst - Asia Pacific Data
Centre Operations at Willis Towers Watson
Home: Blk 321, Serangoon Ave 2, #02-372,
Singapore 550321
Email: neil.pacatang@hotmail.com
Contact #: +65 9247 0300