
MICHAEL MONDRAGON

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A UNIX guy who aspires to become a data scientist.

Work experience

Dec 2013 - Present

Operations Specialist (UNIX/Linux Systems Administration)

NNIT A/S

- UNIX Business Continuity and Disaster Recovery: Provide assistance in maintaining backup and restoration of data, business continuity methods and policies, system high availability and disaster recovery testing.
- UNIX Systems Documentation: Manage UNIX environment documentation including system standards, operating procedures and policies.
- UNIX Systems Operations: Deploy proactive monitoring of UNIX systems environment and problem resolution, user support, printing support, system application support, Operating System support, hardware/system software installation, configuration and maintenance.
- Prior to joining UNIX/Linux Services Team, I was responsible for Vestas Transition Project working closely together with Virtualization Team for all virtual servers being migrated from Vestas Data centres going to NNIT Data centres.
- Responsible for maintenance of internal application "vmwareinfo" that serves as informational tool for enterprise-wide/customer virtual servers. This is a tool inherited from an old colleague who left the company and thus needed it to be upgraded/migrated to a different platform and update its documentation.

Nov 2010 - Dec 2013

Systems Engineer

Vestas Services Philippines (Vestas Wind Systems A/S)

- Published applications, creates new Citrix servers, and maintains desktops using XenApp Desktop Studio.
- Builds, configures, and manages Microsoft Windows Servers used in Citrix farm.
- Worked closely with network, application, and middleware teams to support Windows-based product installations, customizations, and deployments.
- Coordinated, implemented, and communicated system change requirements.
- Worked with Support Engineers and IT Operators in providing third-level support for Vestas' Infrastructure Applications and Citrix (e.g. non-Microsoft, third-party applications, non-SAP, and non-ERP applications).
- Helped creating support processes, transition and hand-over to both team concerned thus, quickly and effectively solve end-user challenges.
- Maintained quality control/satisfaction records, constantly seeking new ways to improve stakeholder's service.
- Served and function as 3rd Level support for operations and system administrator for CA (Unicenter) Service Desk, Unicenter Asset Portfolio Management (UAPM), Service Catalog, Knowledge Management, and CA CMDB.
- Supported other various applications such as SAP Productivity Pak (uPerform), Vestas Wiki (using the open-source, MediaWiki), etc.
- Provided advanced level mentoring for lower level technical support administration staff.
- Resolved all Incidents logged to the Service Support staff in a timely, professional, and courteous manner.
- Performed tests and installation, and if appropriate, deployed patches and service packs for the Service Support products.
- Acted as liaison between the data center and CA in order to resolve any issues with the Service

- Support products that cannot be resolved by the support administration staff.
- Utilized database utilities to backup, extract, de reference, replace, and restore data into the MDB.
- Provided industry and best practice technical suggestions and solutions within the ITIL framework.
- Support the preparation of reference guides for users to help ensure a smooth transition to new releases of the Service Support products by providing editorial suggestions for the improvement of draft documentation.
- Provided administration support by setting up notifications, service level events, security access types, surveys, service contracts, classic and/or CA Workflows, and other items in support of data center user requirements.
- Documented database designs and schema of "other applications" being transitioned to the team and make further advise to Database Team as necessary.
- Designed and customized "scoreboards" used as a reference for Infrastructure Applications Team by the use of data warehousing tool(s).
- Personalized, configured, adapted, and customized the Service Support suite to support data center business requirements.

Apr 2007 - Nov 2010

Solutions Consultant

Trendmicro Incorporated (Philippine Office)

- Provided quick, courteous and cost-effective 3rd level support to Technical Account Managers and Level 2 support engineers while resolving issues related to installation, deployment, implementation, functionality and usage of Trend Micro products & other third party programs/applications.
- Developed tools/scripts necessary to automate tasks and relieve the Level 4 (SEG and R&D) from tool requests thereby helping them to focusing on product development/enhancement.
- Interacted with product development team in beta testing, identifying and resolving product defects, and providing validation/endorsement as necessary.
- Acted as solutions consultant for Trend Micro products and associated networking/security technologies by conducting technical trainings to internal teams/regional business units - providing email, phone and remote control support. This includes customer onsite support and immediate travel when needed.
- Provided/modification and corrections for Knowledge Base (KB) entries for helping clients in resolving issues quickly, reducing almost 50-60% of troubleshooting steps that needs to be done by L2 support engineers as well as the over-all turn-around time in solving product issues.
- One of the Implementer for vLab (lab/testing virtualisation) that caters the need of co-engineers for product simulation in different platforms and system requirements (e.g. client setup for problem replication, new product releases, and testing); thereby resulted in bringing more room for data storage reducing in acquiring additional physical servers and energy reduction by almost 70%.
- Sent to Chennai (India) for L1 Engineers' Product Training resulting significant 40% reduction of India cases; cases that are still unresolved are escalated to L2 Team.
- Chosen to be sent to Malaysia's one of their biggest energy provider to conduct product and security assessment thereby, renewing their subscription/licenses and enhancing business relationships.
- As part of of my role as Virus Coordinator (backup) by using threat management approach, malware reverse-engineering knowledge & tool in checking/analyzing malware payloads (HEX Editor, OllyDbg, iDefense's MalCode SysAnalyzer, BinText and others); Coordinates with Anti-malware Team for any malware outbreak and escalated cases to fast track high-incident cases; and assist in creating Malware Handling Guidelines for the ATSC (Asia Technical Support Center) Team.

Oct 2007 - Oct 2007

Client Realization Consultant

Reynolds & Reynolds Phillippines

- Provided assistance to clients in identifying and documenting the technical and business requirements; integrate and implement information system's business solutions, and provide advice on information systems strategy, policy, and management, security and service delivery.
- Assisted in implementing ReyRey ERP System/Solution (ERA2) or the Dealer Management System (DMS) for automotive dealers that comprises of two high-end servers running Linux

(RHEL) with multi-dimensional database and Windows 2003 Server for the Web Application.

- On-site visitation together with other associate in conducting product usage and meeting project deliverables. This also includes post-implementation strategy on some of the client with regard to security, network-related issues and database-related maintenance and performance tuning guides.

Oct 2004 - Sep 2007

Analyst Programmer / Systems Administrator

Toyota Balintawak North

- Proposed budgets and design discussions for the implementation of the new Dealer Management System – Toyota Balintawak's ERA2 and its interconnectivity between three dealerships.
- Managed information systems policies and controls to ensure data accuracy, security, legal and regulatory compliance.
- Responsible for "safe-computing" and "best-practices" for server administration, backup and recovery, software application usage and over-all software development.
- Developed policies and procedures for network database access and usage and for the backup and recovery of data (Business Continuity Plan).
- Assessed the needed requirement of the group and evaluate its check co-employees in each department for the IT needs and check if this can be done accordingly.
- Responsible for design, maintenance (patch, performance-tuning, etc.) and documentation of database used in software development (in-house). Use data-warehousing tool for report and other presentation means.
- Conducted technical interview, provide end-user training and orient programmers and IT staff as well as supervision in overall IT Department. Make requests for external training for the personnel's career growth.
- Created and managed team of IS/IT Staff in software design, development, implementation and maintenance.
- Supervised other colleagues such as Programmer and Help-desk Support/Technicians in work-related activities and performance metrics.

Jun 2003 - Oct 2004

Product Support Representative

Link2Support Incorporated

- Provided technical advice to users in response to identified difficulties via phone/email which in turn log, collect, organise and maintain list of problems/issues and solutions to be used in Support's Knowledge Base for other support engineers/analysts.
- Checked/consulted guides, manuals and documents needed for technical research to make needed solutions.
- Copied (replicated) the technical difficulties experienced of the computer user; and offer systems, internet and network support to computer users via phone.
- Gathered, established and oversaw problems/resolutions log for the use of other technical staff/engineers.

Skill sets

Operations/Administration

Cloud/Containerization: Azure, AWS, Solaris LDOMs, Docker, OpenShift

UNIX/Linux: AIX, HP-UX, Ubuntu and RHEL/Fedora-based systems

Cluster/Storage: EMC, 3PAR, RAID, Veritas Infoscale, Red Hat Cluster Suite

Tools: Ansible, Chef/Puppet, HPSA/OM

Web/Software/Programming

Frontend: HTML/CSS, Javascript, PHP

Backend: MariaDB/MySQL, MSSQL, Oracle, PostgreSQL

Tools: Visual Studio, Eclipse

Mobile: Android, iOS

Coding/Scripting

PowerShell, BASH, Python, Java, C#/C++, gcc

Education

2010 - 2015 Master in Business Administration
Metro Manila College (Philippines)

1999 - 2003 Bachelor of Science in Computer Science
STI Collage of Novaliches

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