

# ALEX G. BERRIOS MANGUAL

## NOC TECHNICIAN

### EDUCATION

- **2017-22** **NETWORK TECHNOLOGY & APP DEVELOPMENT**  
GRADUATED  
NUC UNIVERSITY, BAYAMON P.R
- **2015** **ELECTRONICS ENGINEERING**  
UNIVERSITY OF PUERTO RICO, BAYAMON P.R
- **2015** **HIGH SCHOOL DIPLOMA**  
PAPA JUAN XXII HIGH SCHOOL, BAYAMON P.R

### WORK EXPERIENCE

- **NOC TECHNICIAN TIER 1 (2021-PRESENT)**  
WORLDNET
- PROVIDED COMPREHENSIVE SUPPORT, MONITORING, AND TROUBLESHOOTING FOR NETWORK AND CUSTOMER ISSUES, ENSURING ADHERENCE TO WORLDNET'S SERVICE LEVEL AGREEMENT (SLA) FOR REPAIR TIME AND FOLLOW-UP PROCESSES.
- MANAGED OUTAGE ALERTS AND MAINTAINED REGULAR COMMUNICATION WITH CUSTOMERS TO ENSURE TIMELY RESOLUTION AND MINIMIZE DOWNTIME.
- PROFICIENTLY MAINTAINED SOLARWINDS AND CACTI MONITORING PLATFORMS, LEVERAGING ADVANCED FUNCTIONALITIES TO MONITOR NETWORK PERFORMANCE, IDENTIFY ANOMALIES, AND PROACTIVELY ADDRESS POTENTIAL ISSUES.
- UTILIZED SOLARWINDS TO CONDUCT IN-DEPTH ANALYSIS OF NETWORK TRAFFIC, DEVICE HEALTH, AND SYSTEM PERFORMANCE, ENABLING PREEMPTIVE MEASURES TO OPTIMIZE NETWORK EFFICIENCY AND RELIABILITY.
- LEVERAGED CACTI TO GENERATE INSIGHTFUL VISUALIZATIONS AND REPORTS ON NETWORK UTILIZATION TRENDS, BANDWIDTH CONSUMPTION, AND DEVICE PERFORMANCE METRICS, FACILITATING INFORMED DECISION-MAKING AND STRATEGIC PLANNING.
- EXTENSIVE EXPERIENCE WORKING WITH LEADING NETWORK EQUIPMENT BRANDS SUCH AS FORTINET (FORTI), JUNIPER NETWORKS, MIKROTIK, ADTRAN, AND CISCO.
- COLLABORATED CLOSELY WITH CROSS-FUNCTIONAL TEAMS TO TROUBLESHOOT COMPLEX NETWORK ISSUES, IMPLEMENT SOLUTIONS, AND ENHANCE OVERALL NETWORK STABILITY AND PERFORMANCE.

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### SKILLS



### ABOUT ME

- CURIOUS AND DRIVEN NOC TECHNICIAN WITH A PASSION FOR LEARNING AND PROBLEM-SOLVING. AS A LINUX ENTHUSIAST, I BUILD AND MANAGE A HOME LAB TO EXPLORE NETWORKING AND SERVER TECHNOLOGIES. ALWAYS EAGER TO EXPAND MY SKILLS, I THRIVE IN FAST-PACED ENVIRONMENTS AND ENJOY TACKLING NEW CHALLENGES.

### HOBBIES

- SOFTWARE TESTING, HARDWARE TESTING
- SERVER MANAGEMENT AND TESTING
- PHOTOGRAPHY, GRAPHIC DESIGNS, PHOTO

RETOUCH

### CONTACT

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