

DERRICK M. CALUAG

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TECHNICAL PROFICIENCIES

- Platforms :** Linux (Debian, Ubuntu, CentOS, Red Hat, Libranet) Solaris 10 9 and 8, FreeBSD, Microsoft NT/95/98/ME/2000/XP/Vista, Microsoft 2000 and 2003 Server, Mac OS X, Cisco IOS
- Linux/Solaris :** Apache 1.3, 2.0 and 2.2, MySQL ver 3.2 to 5.1, NFS, LVM, ZFS, Samba, Squid, Monowall, PureFTPd, SVN/CVS Repository, Lighthttpd, Jetty, Clamd, Tomcat, Postfix, Courier, Kerio Mail Server, DNS Bind9, IPTables, IP Masq, Sock Server, VMWare (ESX and Workstation for Linux), Kerio, Nagios, Cactii, Winbind, PHP, Java and Perl Modules installation, Shell and Perl Scripting.
- Windows :** Microsoft Active Directory, Exchange, ICS, IIS, DHCP and Domain Controller, Wingate, Lotus Notes, Brightstor Arc Backup, Symantec Backup Exec, Symantec Corporate Antivirus ver 9 & 10, Symantec Endpoint Protection 11, Blackberry Enterprise Server
- Network Hardware:** Routers (CISCO 2600 and 1800 series, 3Com), Sonicwall, Firebox, Modems (GSM, Analog, A/SDSL and LAN Modem), Layer 2 & 3 Switches (Cisco Catalyst 2900 series, 3com, HP Procurve 2626 and 2800 series, Netgear), HP Laserjet Network Printers, Fuji Xerox Apeos and Document Center I and II
- Tools :** Bash Commands and Shell Scripting, Best Practical Request Tracker, SSH, WinSCP, Putty, PCAnywhere, VNC, Remote Admin, MS Office 97/2000/XP/2003/2007 (Word, Excel, Outlook, Powerpoint), MS Visio, Open Office, Adobe Acrobat, Eudora
- Standards :** Familiarity with ISO 9001, BS 15000, ISO 17799, and CMMi Maturity level 5 Standard, CCNA Certified.

WORK EXPERIENCE

Project Engineer

HP - VISA International

Inclusive Date: May 2008 to Present

Major Accomplishments and Responsibilities:

- Project management preparation and coordinate activities for Endpoint activities such as new setup, migration, reconfiguration, relocation and decommissioning.
- Setup and configures Solaris 10 Servers, CISCO Catalyst Switch and Routers then apply appropriate access-list, routing protocol and PBR.
- Level 2 technical support for any Endpoint related faults and enquiries and provide on-call support as well.
- EA Server release and testing (in-house application).
- Create & modify implementation procedures for onsite vendors and liaise with them as well.
- Conduct Trainings for Command Center and other support personnel.
- Supports two regions namely Asia Pacific and CEMEA.

Network and Systems Engineer

First Technology (S) Pte Ltd

Inclusive Date: November 2007 to May 2008

Major Accomplishments and Responsibilities:

- On-call support on servers and desktop issues for outsource clients.
- Liaise with vendors and suppliers for troubleshooting and support of servers, workstations and other networking products.
- Involved in project planning and implementation especially of linux / unix server projects.
- Hardware and Software support to end-users laptop, PCs, printers and Xerox Copier.
- Server Migration and backup planning which includes moving servers and other network equipment from one datacenter to another.
- Maintenance and Administration of Active Directory, Blackberry Enterprise Server, Microsoft Exchange, DHCP and Brighstor Arc Backup Server.

Network Administrator / Systems Administrator

Chikka Asia Incorporated

Chikka Asia Incorporated is the leading mobile content provider in the Philippines and is one of the company who have passed and have been awarded with the following Standards: ISO 9001:2000, ISO 15000:2002, ISO 17799:2002, and CMMi Maturity level 5 Organization.

Inclusive Date: January 2004 to October 2007

Major Accomplishments and Responsibilities:

- 24/7 on-call support for servers in data center and back office environments.
- *Administration and Support for more than 80 Development and Production servers running on Linux and Solaris platform. This task includes server update, package installation, maintenance and capacity planning.*
- *Setup RAID, install the OS then harden and deploy Linux and Solaris production machines on datacenters with services and packages that normally includes Mysql, PHP, Apache, Perl and Java.*
- *Monitors and maintain more than 80 servers running on Linux, Windows and Solaris Platforms collocated on different datacenters around the globe.*
- Second Level Desktop support for more than 350 workstations on Chikka's Corporate Network.
- Maintains accurate documentation of system hardware and software configuration for all servers and directly involved in software license renewal and liaising with vendors or supplier.
- *Maintains and administer chikka and sister company websites such as www.chikka.com, globe.chikka.com, www.bidshot.com, www.wowpinoy.net that normally runs on Linux/Solaris Cluster servers.*
- Maintains and Administer Corporate Firewall, Active Directory, DNS Server and Domain Controller running on Windows 2003 Server.
- Administer Kerio Mail Server and VPN devices such as Monowall, Sonicwall, Watchguard and CISCO devices (Catalyst Switch and Routers).
- *Administration of Development and Production SVN Repositories running on Linux Platform (SMB) which authenticates via the Windows Domain Controller.*
- *Administer and maintain Bind 9 DNS server which includes adding new zones and sub domains.*
- Answer and resolve request through RT ticketing system, requests like updating source code on production servers, querying data on a MySQL database, temporary access to production servers and etc.

- *Responsible for creation of maintenance shell scripts such as database backup, logrotates, always up and others product-specific scripts to be deploy and run on linux and solaris production servers.*

Network Administrator / Co-Owner

Bitwise Internet Games and Computer Services

Inclusive Date: Nov 2002 to Feb 2007

Major Accomplishments and Responsibilities:

- Setup and Maintains eighteen workstations with identical services and installed programs, and two servers (one windows and other running in ubuntu server)
- The shop runs on two DSL connections. One is dedicated for Internet browsing chat and downloads, while the other one acts as the gateway for online games.
- *Manages and setup a linux server that runs the following services: squid (caching proxy for faster internet browsing) dante daemon (sock proxy for irc and chat transactions specifically used by yahoo messenger and mIRC) bind9 (DNS server) IP Masquerade (NAT on linux)*
- The shop setup includes a server running on WinXP with SP2. This server acts as a file, print, scan and antivirus live update server.

Technical Support Engineer

Pacific Internet Philippines

Pacific Internet was voted Best Asian Internet Service Provider in 2002, 2001, 2000 & 1999 by Telecom Asia, the Region's Leading Telecom Industry Publication

Inclusive Date: May 2002 to January 2004

Major Accomplishments and Responsibilities:

- Provides solution and information for individual and corporate clients with questions regarding their Internet connection experiences and problems.
- Provide field or on-site support especially to corporate clients with specific problem related to Internet and Network which cannot be supported over the phone.
- Assists clients in configuring different kinds of softwares that uses internet such as email software's, Browsers, FTP software's, Proxy servers, Mail Servers and even CISCO and 3Com routers.
- Assigned to handle and configure new Leased Line, DSL, Dedicated or Multiple Dial-up and VPN connections. This includes configuring client's routers and setting up Proxy and Mail Servers if necessary.
- Assigned to monitor and check Leased Line and DSL clients and directly report to TELCO (PLDT or Globe) incase connection outage was experienced.
- Have been commended as TSG Hero (a special award given to a Technical Support Engineer. Based on performance feedback by clients) for 3 consecutive months and been given the award 6 times during my stay on the company.

ELIGIBILITY AND CERTIFICATIONS

C.C.N.A. with 973/1000 rating (**CISCO ID: CSC011377385**)

Civil Service Sub-Professional Exam with rating of 87.32%

Civil Service Professional Exam with rating of 82.7 %

Brainbench Online Certifications (Transcript ID 6348543)

| <i>Certificate Title</i> | <i>Date Acquired</i> |
|---|----------------------|
| Linux Administration | 2008-01-23 |
| MS Windows XP Desktop Administration | 2007-09-19 |
| Networking Concepts | 2007-09-14 |

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| Server Administration | 2007-09-13 |
| Apache 2.0 Administration | 2007-09-13 |
| Computer Technical Support | 2006-10-11 |
| Microsoft Windows 2003 Administration | 2006-09-25 |

EDUCATIONAL BACKGROUND

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|-------------------------------|--|
| Tertiary 1997-2002 | Bulacan State University Malolos, Bulacan <i>Bachelor of Science in Computer Engineering</i> 7th Placer Comprehensive Examination |
| Secondary 1993-1997 | Doña Trinidad Mendoza Institute San Jose, Bulacan, Bulacan Salutatorian |
| Primary 1987-1993 | Doña Trinidad Mendoza Institute San Jose, Bulacan, Bulacan Salutatorian |

PERSONAL INFORMATION

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|-----------------|---|--------------------------|
| E-mail address | : | derrick.caluag@gmail.com |
| NRIC Number | : | S8064999A |
| Starhub number | : | +65-90614710 |
| Globe number | : | +63-916 4261975 |
| Passport number | : | TT0064513 |
| Gender | : | Male |
| Weight | : | 160 lbs. |
| Height | : | 5 ft. 10 inches |
| Civil Status | : | Single |
| Religion | : | Roman Catholic |
| Birthday | : | December 4, 1980 |
| Citizenship | : | Filipino |

SEMINAR CONDUCTED

Introduction to Linux Operating System
Venue: S.T.I. Educational Center
Baliuag Bulacan Philippines

SEMINARS AND TRAININGS ATTENDED

Linux 101 (Linux Installation and Configuration)
Pacific Internet Corporate Network Training
Pacific Internet Service Excellence 101
Peripheral Interface Controller
New Frontier in Information Technology
PC Troubleshooting
On-Job Training (250 hours)