

RONALDO B. DIAMANTE

An eager learner with a strong thirst for knowledge. Adaptable with over 16 years of experience in telecom and data communications. Thrives on working with minimal supervision, excels under pressure, and is known for innovation and resourcefulness. Embracing a perpetual student mindset, always in pursuit of growth and continuous improvement.

EXPERIENCE

July 2007 – Present

Senior Expert Engineer | Globe Telecom, Inc. | Iloilo, Panay Island, Philippines

- ◆ *Geographical Coverage:* My responsibilities have extended beyond the confines of my assigned area. I've traversed Panay Island, encompassing the provinces of Iloilo, Capiz, Antique, and Aklan, as well as nearby islands such as Boracay, Semirara, and Guimaras, to activate and install client circuits.
- ◆ *Diverse Clientele:* My portfolio includes an eclectic mix of clients, ranging from esteemed banks and government agencies to revered educational institutions, dynamic BPOs, local ISPs, and prominent private corporations.
- ◆ *Team Management:* I've taken charge of managing linemen, overseeing both copper and fiber installations, conducting technical assessments, and executing meticulous audits to identify and address major defects.
- ◆ *Premises Equipment Installation:* I have hands-on experience in installing enterprise last-mile customer premises equipment, including DSL modems, routers, switches, and microwave radios. Notably, I've successfully installed various CPE vendors and models, such as but not limited to:
 - Actelis ML600 series
 - Ciena 3900 series,
 - Cisco router and ISR series: 1800, 1900, 2800, 2900, 3800, 3900, 4200, 4300, 4400, 4500
 - ECI: BG20B, BG30C, ECI BG30B
 - FlexDSL Orion 3
 - Huawei Technology: OSN500 series, AR168, AR6140, B610 ETN500 Series, S5731
 - Huawei Technology Microwave Radio: RTN605, RTN905
 - OPNET EoP-408
 - One Access Network 1424
 - RAD modems
 - SJTEK G.SHDSL modem
 - Tellabs: 7305, 7325, CTU-S V.35 & G.703, CTU-R
 - Telindus: 1423, 2301
 - XyZEL: AMG1302, P660N-T1A, P661H-D1
- ◆ *Modems and Router Configuration:* I specialize in configuring modems and routers by implementing a comprehensive range of settings. This includes adding management IPs, setting up VLANs, fine-tuning bandwidth shaping parameters, configuring WAN and LAN IPs, establishing Loopback IPs, defining IP routes, and implementing access lists.
- ◆ *Vendor Software and Tools:* I'm adept at utilizing a variety of vendor-specific software and tools to facilitate configurations. This includes employing protocols like Telnet, SSH, Putty, Minicom, and Express Talk for VoIP setups. I work closely with project managers, following their configuration directives to ensure the successful implementation of network settings and meeting project requirements.
- ◆ *Equipment Integration:* I excel at seamlessly extending equipment to clients and effectively integrating it into their existing networks. Whether it's copper, fiber, or microwave radio equipment, I ensure a smooth integration process, allowing clients to harness the full potential of their network resources.
- ◆ *Comprehensive Testing:* Thorough testing is paramount to my approach. I conduct a range of tests to validate the quality and performance of the installed equipment. This includes assessing copper quality and fiber performance using advanced tools such as the OTDR (Optical Time-Domain Reflectometer). I also evaluate microwave radio power and RSL (Received Signal Level) to guarantee optimal connectivity. In addition, I conduct various network performance tests, including iperf, speedtest, v-test, BER (Bit Error Rate) testing, and RFC (Request for Comments) 2544 compliance testing. To accomplish this, I leverage cutting-edge equipment such as JDSU, Yokogawa, VeEX, and Fluke, among others.
- ◆ *Comprehensive Issue Resolution:* I excel in diagnosing and swiftly resolving issues related to enterprise last-mile mediums, including copper, fiber optics, and microwave radio. My proficiency extends to troubleshooting a wide range of connectivity problems, ensuring uninterrupted service for clients.

- ◆ *Proactive Monitoring:* I take a proactive approach to network management by consistently monitoring the status of Globe clients. This includes real-time monitoring, like PRTG Network Monitor, to identify and address potential issues before they escalate, minimizing downtime and disruptions.
 - ◆ *Supervising Third-Party Services:* I am adept at overseeing third-party services that are integral to network operations. Whether it involves coordinating with external vendors or ensuring seamless collaboration with service providers, I ensure that third-party services align with our network objectives.
 - ◆ *Preventive and Corrective Maintenance:* I am well-versed in performing both preventive and corrective maintenance activities. I actively engage in routine maintenance to preemptively address potential issues and maintain network health. In cases where corrective action is required, I respond swiftly and effectively, minimizing disruptions and optimizing network performance.
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- ◆ *Client-Centric Documentation:* I prioritize comprehensive client documentation, ensuring that all relevant details are accurately recorded. This meticulous approach allows for transparency and traceability in our interactions with clients, promoting a seamless experience.
 - ◆ *Timely Reporting:* I am dedicated to submitting daily activity reports promptly. This practice enables real-time tracking of progress and provides a clear overview of the work completed. It also facilitates effective communication within the team and with stakeholders.
 - ◆ *Resource Optimization:* Efficient resource management is essential for streamlined operations. I diligently handle tools and equipment, ensuring their proper use and maintenance. Additionally, I maintain an up-to-date inventory of equipment, guaranteeing that necessary resources are readily available when needed.
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- ◆ *Field Operations Engineers:* I work closely with field operations engineers to ensure seamless project execution.
 - ◆ *Service Provisioning:* Collaborating with service provisioning teams is essential for the successful deployment of network services.
 - ◆ *Globe Helpdesk Support:* Maintaining a strong connection with Globe's helpdesk support teams allows for quick issue resolution and streamlined customer support. We share insights, troubleshoot problems, and work together to ensure customer satisfaction.
 - ◆ *Tier 1 and Tier 2 Support:* I closely coordinate with Tier 1 and Tier 2 support teams to address network-related issues promptly.
 - ◆ *Project Managers:* Effective communication and collaboration with project managers are crucial for project success. We work together to define project scopes, timelines, and deliverables, ensuring that all stakeholders are aligned.
 - ◆ *Regional Support Center:* Collaborating with the regional support center enhances our ability to provide timely responses to network events and incidents.
 - ◆ *Third-Party Contractors:* When necessary, I coordinate with third-party contractors to supplement our resources for specific projects. This collaboration involves clear communication and quality assurance to meet project objectives.
 - ◆ *Client Managers and IT Teams:* Engaging with client managers and IT teams is essential for understanding client needs and expectations. We work together to design solutions that align with their objectives and ensure seamless integration into their existing infrastructure.
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- ◆ *Typhoon Fengshen (June 2008),* locally known as Typhoon Frank, stands out as one of the early deployments that tested our disaster-response capabilities. The devastation caused by flash floods in Kalibo, Aklan, left the local node severely damaged and submerged. Our team was tasked with installing new node equipment, replacing damaged client last-mile connections, and customer premises equipment. This extensive restoration effort, including areas like Caticlan, Boracay, and Roxas, Capiz, lasted nearly three months, considering the challenging conditions and lack of power in some areas.
 - ◆ *Typhoon Haiyan (2013),* also known as Typhoon Yolanda, marked one of the most catastrophic incidents in my tenure with Globe. Striking on November 8, 2013, this Category 5 storm resulted in widespread devastation, claiming thousands of lives and affecting millions. Aklan and Capiz were among the severely affected regions. The aftermath demanded extensive restoration work, encompassing the replacement of damaged last-mile components, including microwave radios, fiber optic cables, and copper infrastructure. Our restoration efforts were not limited to the last mile but also extended to transport fibers and microwave radios, necessitating close collaboration with network field operations engineers.
 - ◆ *Typhoon Rai (December 2021),* known locally as Super Typhoon Odette, emerged as the second-costliest typhoon in Philippine history, following in the footsteps of Typhoon Haiyan. In response to this catastrophic event, I was deployed to Cebu Province for two months, from January 4, 2022, to March 9, 2022. My responsibilities spanned central and south Cebu, where I played a pivotal role in restoring fiber optic cables. During my deployment, I gained hands-on experience in preparing and splicing fiber optic cables, contributing to the critical restoration efforts.
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- ◆ December 2018: Enterprise and Corporate Operations Engineer of the Year
 - ◆ September 2018: Promoted to Senior Expert Engineer
 - ◆ June 24, 2016: Certificate of Recognition: Globe Customer Systems

June 2005 – July 2007

Instructor I | Iloilo State College of Fisheries | Dumangas Campus, Iloilo, Philippines

- ◆ I focus on creating comprehensive and engaging instruction materials to facilitate effective learning. I strive to connect with my students on a personal level, establishing rapport and fostering a supportive learning environment. Through this connection, I aim to understand their unique needs and adapt my teaching approach accordingly.
- ◆ I handle IT, electronics, and other vocational subjects. I taught students about repairing dumb phones, household appliances like CRT TVs and monitors, computer software and hardware installation and repair, and other related subjects, both actual and theoretical.
- ◆ Recognizing the importance of empathy and understanding, I actively work on developing patience and kindness in my interactions with students. I believe that creating a safe and nurturing space allows students to feel comfortable asking questions and seeking assistance when needed.
- ◆ Furthermore, I am committed to continuously enhancing my mentoring skills. I constantly seek out new strategies and techniques to be an even more effective mentor to my students. By exploring diverse approaches and staying up-to-date with the latest educational research, I ensure that I am providing the most valuable guidance and support to facilitate student success.

May 2003 – July 2005

Service Field Engineer | Computron Business Center | Quezon St., Iloilo City, Iloilo, Philippines

- ◆ Specializes in servicing and maintaining Sharp copiers, emphasizing precision and attention to detail.
- ◆ Conducted preventive maintenance for clients across the four provinces of Panay, including Guimaras and Boracay.
- ◆ Responsible for quarterly maintenance trips to the Palawan islands of Cuyo and Agutaya, extending top-notch service to remote locations.
- ◆ Proficient in the repair and soldering of electronic PCB boards in household and office equipment, such as fax machines and CRT monitors, among others.
- ◆ Comprehensive expertise in electronic equipment repair, ensuring optimal functionality and longevity beyond copiers.

WEB DEVELOPMENT TRAINING

October 2022 – February 2023

KodeGo Full-Stack Web Development Bootcamp

- ◆ *March 2, 2023:* KodeGo Certificate of Completion
- ◆ Capstone Project: https://github.com/wyndcryst/the_blaze
- ◆ Activities and mini-projects: https://github.com/wyndcryst/wd24p_ronaldo_diamante/tree/main/ronaldo_diamante
- ◆ Best Capstone Project Award
- ◆ Best Coding Award
- ◆ WD24P Top Student Award

ONLINE CERTIFICATES

- ◆ *August 26, 2022:* **Cybersecurity Foundations (2020)** | <https://www.linkedin.com/learning/certificates/505b598d6e2c265c47f4aa0643f7a43cd2d218e1ed85b261637012f8ca2a5b03>
- ◆ *August 26, 2022:* **Introduction to Linux** | <https://www.linkedin.com/learning/certificates/2baffd22808bb3db93dca0e2fee756613cedb3d04c7977799b2de3edddf4bbbb>
- ◆ *August 26, 2022:* **Artificial Intelligence Foundations: Machine Learning (2018)** | <https://www.linkedin.com/learning/certificates/802d2ef3c078d7427874f25d3180a950a5fe04ff94143be954510997e0012799>
- ◆ *March 19, 2022:* **Learning Computer Security and Internet Safety (2018)** | <https://www.linkedin.com/learning/certificates/c13b6b068bb87d2c119305baf6015a18d809aa7d1898e4107adaefe275fac9a4>
- ◆ *July 11, 2022:* **Prepare for the Cisco Certified Network Associate (CCNA) (200-301) Certification Exam** | <https://www.linkedin.com/learning/certificates/d8930444a46f8aaa31d6ff394110562fbd7292f4990fa5e4662dc12a5c2d1ff>
- ◆ *March 19, 2022:* **Learning Computer Security and Internet Safety (2018)** | <https://www.linkedin.com/learning/certificates/c13b6b068bb87d2c119305baf6015a18d809aa7d1898e4107adaefe275fac9a4>
- ◆ *March 11, 2022:* **Cisco CCNA (200-301) Cert Prep: 3 Security, Automation, and Programmability** |

<https://www.linkedin.com/learning/certificates/95d1750ed55152125fc40b1d254f604afa5e3cd8aa8ee868401495deab7509ca>

- ◆ **March 11, 2022: Cisco CCNA (200-301) Cert Prep: 1 Network Fundamentals and Access** | <https://www.linkedin.com/learning/certificates/4929c9b64d09e104e5d300efd57facfae195a577ea96d2816c869bb264866591>
 - ◆ **March 5, 2022: Cisco CCNA (200-301) Cert Prep: 2 IP Connectivity and Services** | <https://www.linkedin.com/learning/certificates/a571ebf3988e461f304f8d90d10400c5c892245a099e8f934e6a71da11747429>
 - ◆ **October 15, 2021: The Employee's Guide to Sustainability** | <https://www.linkedin.com/learning/certificates/a7d67721999fcc0ef6ce7247ec67ba5b4092e3ee353473b4d4d5bef163626d6e>
 - ◆ **October 3, 2021: Financial Basics Everyone Should Know** | <https://www.linkedin.com/learning/certificates/c1a84d430f256a152e2502dce1c8b5e63405ce9a4e6ed7e00425718c6c09da1c>
 - ◆ **October 1, 2021: Programming Foundations: Data Structures (2019)** | <https://www.linkedin.com/learning/certificates/1c924845f4995f2bfe4ef69ddc4545450072372f04d3ef78826d7b1bc97cf51b>
 - ◆ **September 20, 2021: Learning Java 11** | <https://www.linkedin.com/learning/certificates/09b97564199d89deca91f16d281ff5b26d7ade8d11d0158309cd46c73300c3c2>
 - ◆ **September 6, 2021: Android Studio Essential Training 2020** | <https://www.linkedin.com/learning/certificates/561c61bb8c3d8a9e3cc8e794bcc271129c250241db432fb1a637e934dc82ea6e>
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- ◆ **January 11, 2019: Git Started with GitHub Certificate** | <https://www.udemy.com/certificate/UC-5NK1SZBL/>
 - ◆ **November 10, 2018: The Complete Ethical Hacking Certificate** | <https://www.udemy.com/certificate/UC-I7F25XYJ/>
 - ◆ **October 22, 2018: The Complete Nmap Ethical Hacking Certificate** | <https://www.udemy.com/certificate/UC-EK7UJ7S3/>
 - ◆ **September 3, 2018: Linux Security and Hardening Certificate** | <https://www.udemy.com/certificate/UC-XB3YE8KB/>
 - ◆ **August 10, 2018: Shell Scripting: Discover How to Automate Command Line Task Certificate** | <https://www.udemy.com/certificate/UC-8UQLIWGR/>
 - ◆ **August 1, 2018: Linux Administration Bootcamp: Go from Beginner to Advanced Certificate** | <https://www.udemy.com/certificate/UC-WLGWJELA/>

SKILLS

- ◆ Driving
 - ◆ Fiber Optics
 - ◆ Fusion Splicer Machine
 - ◆ OTDR
 - ◆ TCP/IP Protocol
 - ◆ VFL (Visual Fault Locator)
 - ◆ RFC (Request for Comments) Testers
 - ◆ JDSU / VeEX / Fluke / Yokogawa
 - ◆ Routing and Switching
 - ◆ IPVPN/MPLS/DIRNET/ELAN/ELINE/SIP/FR
 - ◆ Network Design and Architecture
 - ◆ Wireless Technologies
 - ◆ Broadband Technologies
 - ◆ Leased Line Technologies
 - ◆ Scripting and Automation
 - ◆ Troubleshooting and Diagnostics
 - ◆ Cable Management
 - ◆ Desktop hardware and servicing
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- ◆ Driving
 - ◆ Git
 - ◆ HTML5
 - ◆ CSS3
 - ◆ JavaScript
 - ◆ Bootstrap
 - ◆ PHP
 - ◆ MySQL
 - ◆ GNU Image Manipulation Program (GIMP)
 - ◆ Kdenlive
 - ◆ Linux Distros (Arch/Debian/Ubuntu/CentOS)
 - ◆ Microsoft Windows OS
-
- ◆ Listening
 - ◆ Empathy
 - ◆ Adaptability/Flexibility
 - ◆ Problem Solving
 - ◆ Teamwork
 - ◆ Leadership
 - ◆ Conflict Resolution
 - ◆ Stress Management
 - ◆ Cultural Sensitivity/Diversity
 - ◆ Interpersonal Communication
 - ◆ Customer Service
 - ◆ Professionalism

LANGUAGE AND DIALECTS SPOKEN

- ◆ Ilonggo or Hiligaynon
- ◆ Akeanon
- ◆ Kinaray-a
- ◆ Cebuano or Bisaya
- ◆ Filipino or Tagalog
- ◆ English

EDUCATION:

BACHELOR OF SCIENCE IN ELECTRONICS AND COMMUNICATION ENGINEERING

Central Philippine University | Jaro, Iloilo City, Iloilo, Philippines | May 2001

CHARACTER REFERENCES:

ROGER SUYCANO

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(I hereby certify that the above information is true and correct to the best of my knowledge and belief.)

RONALDO B. DIAMANTE

Applicant