

EDGIE ACE TAMBIS

Network Engineer | System Administrator | Technical Support Specialist

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EXPERIENCE

IT Support Engineer

GSpeedCS LLC

09/2025- 02/2026 White Plains, NYC

- Tier 1-2 MSP support, resolving Windows, Microsoft 365, email, and application issues while meeting SLA targets.

Network Engineer

Ever Ascend Solutions

05/2024 - Present Butuan City

- Design and implement secure network infrastructure and on-site/cloud servers
- Train staff on basic network and data-center management, improving team efficiency
- Introduced network redundancy that boosted reliability and uptime by 100%

Tech Customer Success Lead

Automateio

12/2023 - 03/2024 Fairfield, CA 94533

- Provided proactive and reactive technical support for SaaS integrations
- Managed a portfolio of enterprise customers, maintaining 95% satisfaction scores
- Identified and escalated complex issues, reducing resolution time by 30%

System Administrator

DNA Micro Software Inc

06/2022 - 12/2022

St. Moritz Road, Gorordo Ave, Cebu City, 6000 Cebu

- Deployed Jenkins/Gradle/Maven CI/CD pipelines and automated code deployments
- Integrated Chef with Azure to streamline release processes across multiple teams
- Monitored systems with Kafka & Prometheus, cutting outages by 20%

Technical Support Specialist - Software & Hardware

AMA Computer Learning Center of Butuan (B.I.T.S.I)

06/2018 - 07/2022

999 J.C. Aquino Avenue, Butuan City Ah 26, Butuan City, Agusan Del Norte

- Delivered hardware/software troubleshooting and end-user support for 200+ staff and students
- Managed network setup, database administration, and automated scripts (.bat/.py)
- Designed graphics and maintained media assets for internal use

SUMMARY

IT Support/System & Network Administrator IT support and network specialist with 5+ years of experience in technical troubleshooting, system administration, and customer-facing support across education, consulting, and software industries. Skilled in Windows/Linux environments, cloud services (AWS, Azure), and networking (CCNA certified) with a strong background in CI/ CD, virtualization, and security best practices. Known for clear communication and a proactive approach that reduces downtime and improves user satisfaction.

EDUCATION

Bachelor's

AMA Computer Learning Center of Butuan

06/2014 - 04/2018 Butuan City

- Bachelor of Science in Computer Science
- Best in Thesis

TRAINING / COURSES

Google Cybersecurity Specialization

Google

Google IT Support Specialization

Google

Computer Systems Servicing NC-II

Technical Education and Skills Development Authority

CCNA - Implementing and Administering Cisco Solutions

RIVAN IT SCHOOL OF TECHNOLOGY

LANGUAGES

English

Advanced



Tagalog

Advanced

