

Emman Bracuso, MIT

Senior Network Engineer

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■ Cebu City, Philippines

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PROFESSIONAL SUMMARY

Results-driven Network Infrastructure Engineer with **8+ years** of experience designing, deploying, and managing global network infrastructures across **42 countries**. Expertise in enterprise firewall management (Cisco ASA, Palo Alto), SD-WAN, MPLS, BGP/OSPF routing, and PCI-DSS compliance. Proven ability to lead teams, resolve critical outages, and optimize network performance while maintaining **100% SLA adherence**.

WORK EXPERIENCE

Network Security Infrastructure Engineer III

Conduent Business Services

July 2023 – Present · Cebu City, Philippines · 2 years

- › Managed routers, switches, and firewalls across **42 countries**, ensuring uptime for **2,100+ clients** in healthcare, finance (PCI-DSS), and government sectors.
- › Enhanced QoS for Cebu HQ through **VeloCloud SD-WAN** reconfiguration and intelligent traffic prioritization policies.
- › Resolved multiple **P1/P2 critical outages** (incl. Asia-Pacific MPLS core failure) within SLA via multipath failover — minimizing client impact.
- › Maintained **100% SLA compliance** for Sev1/2 tickets across 24/5 PagerDuty on-call rotations.
- › Deployed firewall policy changes (ACLs, deny rules) on **Cisco ASA multi-context, Firepower, and Palo Alto** with zero security breaches.
- › Enforced **PCI-DSS compliance** for financial clients through strict access controls and audit-ready configurations.
- › Optimized global routing via BGP advertisements, prepend policies, and OSPF/EIGRP redistribution — resolving asymmetric routing issues.
- › Maintained Cebu and Manila **Meraki wireless** infrastructure supporting seamless connectivity for 1,000+ users.
- › Resolved SolarWinds P3/P4 alerts through proactive monitoring and automated remediation scripts.

Cisco ASA

Cisco Firepower

Palo Alto

VeloCloud SD-WAN

BGP

OSPF

EIGRP

PCI-DSS

Meraki

SolarWinds

PagerDuty

Senior Network Engineer

Tech Mahindra

April 2019 – July 2023 · Cebu City, Philippines · 4 years

- › Resolved **100% of Sev 1/2 incidents** within SLA timelines through rapid troubleshooting and vendor coordination.
- › Mentored and led a team of **4+ L1 engineers**, improving first-response resolution rates by **25%** via workflow optimization.
- › Designed and deployed **ISP/MPLS networks**, core/distribution switches, and WLAN — reducing latency and enhancing throughput for PH sites.
- › Executed **200+ network changes** (VLANs, routing tables, firmware upgrades) with zero service disruptions in production.
- › **PCI-DSS Compliance Lead**: Achieved zero audit findings for **3 consecutive years** across all PH sites.
- › Reduced disaster recovery time by **40%** through quarterly DR plan testing and equipment validation.
- › Cut bandwidth costs by **20%** through MPLS/internet capacity planning and traffic analysis.
- › **WFH Network Rollout (2022)**: Implemented remote access for **1,200+ employees**, maintaining 100% SLA throughout the pandemic.
- › **Filinvest Cyberzone Cebu (2020)**: Built end-to-end network (ISP, Core/Distribution, WLCs) — delivered ahead of schedule.

MPLS BGP Cisco ISE OSPF EIGRP VLAN PCI-DSS SolarWinds ServiceNow Aironet

Network and Solutions Engineer

Infinitecare Technology Solutions Inc. (ITSI)

February 2015 – February 2019 · Cagayan de Oro, Philippines · 4 years

- › Deployed and maintained enterprise systems: **Cisco** (routers, switches, wireless, UCS, telephony), **Fortinet / Palo Alto / Sophos** firewalls, Avaya IP Office, Meraki wireless, and Cambium P2P.
- › Reduced client downtime by **30%** through proactive hardware/software maintenance and lifecycle management.
- › Led pre-sales technical design for networking, security, and telephony — contributing to significant won bids.
- › Developed detailed network designs (POC to completion) and bill of materials in collaboration with partners and resellers.
- › Managed end-to-end multi-vendor project delivery including configuration, installation, and client handover.
- › Primary liaison for Cisco TAC, Fortinet, and Avaya support escalations — resolving hardware/software failures within SLA.

Cisco Fortinet Palo Alto Sophos Meraki Avaya Cambium Dell UCS Pre-Sales Project Delivery

TECHNICAL SKILLS

Routing & Switching	Cisco ASR / Nexus / Catalyst, BGP, OSPF, EIGRP, MPLS, VLAN/802.1Q, STP, Packet Shaper (Allot)
Firewall & Security	Palo Alto NGFW, Cisco ASA / FTD / Firepower, Cisco ISE, 802.1X, IPsec VPN, Zero Trust (Cloudflare), Sophos, Fortinet
SD-WAN & Wireless	VeloCloud SD-WAN, Cisco Meraki, Panorama, F5 BIG-IP, EXINDA, ALLOT
Automation & Monitoring	Python (Netmiko), SolarWinds NPM, ServiceNow, PagerDuty
Compliance	PCI-DSS, ITIL / Change Management

CERTIFICATIONS

Networking	Cisco Certified Network Associate (CCNA) · #246404589
Networking	Cisco Cybersecurity Essentials
Security	Palo Alto Networks Accredited Systems Engineer (ASE)
Security	Sophos Certified Architect
Compliance	Certified Payment Security Practitioner (CPSP)

EDUCATION

Master's Degree in Information Technology	Ateneo de Cagayan University · Cagayan de Oro, Philippines
Bachelor of Science in Computer Science	Ateneo de Cagayan University · Cagayan de Oro, Philippines

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