Jasper Erasmo

Network and Security Engineer | Network Operations | VoIP

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PROFESSIONAL SUMMARY

Network and Security Engineer with 4+ years of experience supporting enterprise network, firewall, and voice services in 24/7 operations. Experienced in incident response, troubleshooting, change management, disaster recovery, and cloud and on-premises environments. Brings 2+ years of Voice over Internet Protocol (VoIP) engineering and Moves, Adds, Changes, and Deletes (MACD) support, plus working knowledge of workflow automation tools including Zapier, Make.com, and n8n.

CORE SKILLS

Network and security monitoring | Incident response | Troubleshooting and root-cause analysis | Firewall management | Change management | Disaster recovery | Software-defined wide area networking (SD-WAN) | VoIP and contact-center support | Cloud and on-premises infrastructure | Workflow automation

TECHNICAL TOOLS

Workflow automation: Zapier | Make.com | n8n

Network and security: Palo Alto Panorama, Cisco ACI, Cisco Firepower, Meraki, Prisma SASE, Infoblox, F5 Load Balancer

Monitoring and operations: Splunk, Wireshark, NetScout, ThousandEyes, LogRhythm, Statseeker, Datadog, ServiceNow, SQL

Voice and contact center: Cisco Unified Communications Manager (CUCM), Cisco Unity, Cisco contact-center platforms (UCCE/UCX), Avaya, Mitel, Calabrio, Verint

PROFESSIONAL EXPERIENCE

Network and Security Engineer (NetSOC) | Feb 2022–Present

TTEC | Manila, Philippines

• Monitored network, voice, and platform infrastructure for TTEC clients across cloud and on-premises environments.

• Triaged service alerts and troubleshot infrastructure issues to root cause using established procedures.

• Managed firewall and SD-WAN environments using Palo Alto Panorama, Cisco ACI, Meraki, and Prisma SASE; supported disaster recovery.

• Monitored infrastructure with Splunk, Datadog, Statseeker, and F5 Load Balancer tools.

• Documented incidents and resolutions in the ticketing system.

Technical Support Engineer | Jun 2021–Jan 2022

NICE CXone | Manila, Philippines

• Administered NICE inContact recording servers and managed cloud connectivity to CXone.

• Troubleshot recording integrations across Avaya, Cisco UCCE/UCX, and Mitel (ShoreTel) environments.

• Diagnosed recording issues using SQL queries and Uptivity/CallCopy service logs.

• Generated and bound SSL certificates; coordinated with Cisco and Avaya engineers on CUCM and AES configurations.

Network Operations Center Engineer (NOC) | Mar 2021–Apr 2021

Bold Business (FTR911) | Project-Based

• Monitored network health for Public Safety Answering Point (PSAP/911) clients.

• Identified PALI, ANI, trunk, MSI, circuit, and CPE alarms and outages; dispatched Level 2 engineers through FTR911, Matrix 5/6, OS Remedy, and Netcool.

• Accessed company tools remotely using Secure Remote Work, Citrix, VMware, Azure, and AWS WorkSpaces.

Level 1 Cisco VoIP Engineer (Change Factory IPT/UCCE) | Aug 2019–Apr 2021

Eloyalty (TTEC Digital)

• Provisioned phones, user profiles, speed dials, route points, and voicemail in Cisco Unified Communications Manager and Cisco Unity for client MACD requests.

• Configured agent accounts in Cisco Unified Contact Center Enterprise and supported call recording with Calabrio and Verint.

• Created and maintained knowledge-base articles for incident and change-request procedures.

IT Service Desk / Cisco Network and Infrastructure Alerts Monitoring Technician | Apr 2019–Aug 2019

Eloyalty (TTEC Digital)

• Monitored network events in ScienceLogic EM7 and managed incidents and problems in ServiceNow.

• Checked Cisco and Windows server and device health; collected RTMT, opctest, and dump logs for troubleshooting.

• Prioritized client alerts by urgency and impact and escalated critical incidents to Level 2 engineers.

CERTIFICATIONS & TRAINING

No Code Automation with Zapier — Full Training | Tara AI Community+ | October 7, 2026

No Code Automation with Make.com — Full Training | Tara AI Community+ | October 26, 2026

AI Automation with n8n — Full Training | Tara AI Community+ | November 3, 2026

EDUCATION

Bachelor of Science in Business Administration, Major in Human Resource Development Management (HRDM)

Polytechnic University of the Philippines | Manila | 2018

High School Diploma

St. Luke's School | Quezon City