



Birthdate 13/01/1997

PROFESSIONAL SUMMARY

IT operations leader with 6+ years of progressive experience spanning systems administration, NOC and network operations, full-stack development, and business automation. Promoted at both Cottage Dream Vacations and ViewQwest. Experienced in leading distributed and onsite support, managing deployments and access security, coordinating stakeholders and vendors, and building API-driven solutions that connect POS, CRM, accounting, e-commerce, and internal platforms

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REFERENCE

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Aries Jet Basmayor

Viewqwest NOC Manager
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Karl Mosses Banlasan

IIT MANAGER | SYSTEMS ADMINISTRATION | NOC &
NETWORK OPERATIONS | AI AUTOMATION

CORE COMPETENCIES

- Leadership & Operations: IT operations, remote/VA and onsite staff supervision, coaching/training, Jira/project boards, project management, IT budgeting/procurement, vendor and SLA management, stakeholder communication, policies/SOPs
- Systems & Service Delivery: Systems administration, MSP/enterprise support, service-request prioritization, incident escalation/RCA, SLA/KPI monitoring, IT asset and license management, backup/restore, disaster recovery, business continuity

TECHNICAL SKILLS

- Systems, Identity & Endpoint: Windows Server 2019, Active Directory/AD DS, Microsoft 365, Google Workspace, Okta SSO, NinjaOne, Windows/macOS, DNS/DHCP, file services, permissions, onboarding/offboarding, endpoint monitoring, inventory/patching, remote support
- Network, NOC & Security: TCP/IP, VLAN, VPN, EVPL/IEPL/MetroE, routing/switching, Fortinet, Palo Alto, pfSense, UniFi, EdgeRouter, firewall and endpoint security, incident response, provider escalation
- Infrastructure & Continuity: Servers, routers, switches, managed Wi-Fi, CCTV site planning/installation, DVR/NVR, remote viewing, biometric devices, printers, testing/commissioning, backup/restore, disaster recovery, business continuity
- Monitoring & Cloud: Zabbix, Centreon, LibreNMS, OpenNMS, Cacti, DigitalOcean, Vercel, Ubuntu, Nginx, PM2, Cloudflare
- Development & Integration: Next.js, React, Node.js, TypeScript, Express.js, REST APIs, webhooks, JSON, Firebase, Supabase, middleware, WordPress, WooCommerce
- Automation, AI & Business Platforms: n8n, Zapier, Make, GoHighLevel, HubSpot, ClickFunnels, K-Series POS, QuickBooks, Stripe, NMI, SendGrid, Mailgun, Twilio, ChatGPT, Claude, AI-assisted workflows

WORK EXPERIENCE

IT Manager | Cottage Dream Vacations

Ontario, Canada - Remote | October 2024 - Present

Promoted from part-time Web Developer / Technical VA to full-time IT Manager

- Lead IT operations, digital infrastructure, system administration, security, support priorities, and technology projects across remote and onsite business operations.
- Administer Microsoft 365, Google Workspace, Active Directory, user provisioning, access controls, security settings, email signatures, and business application access
- Manage production deployments and cloud environments across DigitalOcean, Vercel, Ubuntu, Nginx, PM2, Cloudflare, and web platforms, including monitoring, releases, incident response, backups, and disaster recovery readiness.
- Partner with executives, department stakeholders, virtual and onsite teams, and third-party vendors to identify inefficiencies, define requirements, manage projects and budgets, coordinate subscriptions and licenses, and deliver systems aligned with business goals.
- Designed and implemented API and middleware integrations across CRM, K-Series POS, QuickBooks, ecommerce, booking, and internal platforms to strengthen data consistency and operational workflows.

IT Manager | Cottage Dream Vacations

Ontario, Canada - Remote, Part-time Evening Role | August 2022 - October 2024

Worked part-time after ViewQwest shifts before promotion to IT Manager.

- Developed CDV's booking web application and supporting business systems using Next.js, React, Node.js, Firebase, and REST APIs
- Built internal tools, loyalty platforms, operational dashboards, and a webinar platform with real-time chat and engagement features.
- Developed backend services, webhooks, and middleware connecting CRM, marketing, payments, e-commerce, and internal systems.
- Managed WordPress, WooCommerce, ClickFunnels, GoHighLevel, supporting automation, deployments, production monitoring, releases, troubleshooting, and ongoing system maintenance.

Network Operations Center Engineer | ViewQwest

Singapore - Onsite | September 2022 - January 2025

Promoted from Network Support Engineer

- Monitored enterprise network infrastructure, alerts, performance, and service availability using Zabbix and other NOC monitoring platforms.
- Managed incidents and outages, performed layered troubleshooting and root-cause analysis, coordinated escalation, communicated service status, and restored connectivity efficiently.
- Supported routers, switches, firewalls, wireless access points, VLANs, routing, and corporate connectivity using Fortinet, Palo Alto, UniFi, EdgeRouter, and related platforms.
- Coordinated carriers, corporate clients, field technicians, vendors, and data-center teams for activations, reactivations, maintenance, customer-premises work, smart hands, and hardware replacement activities.
- Supported leased lines, international routing, migrations, and service transitions while maintaining incident records, procedures, and technical documentation.

Network Support Engineer | ViewQwest

Singapore - Onsite | July 2020 - August 2022

- Provided technical support for corporate connectivity incidents and service requests, including troubleshooting, issue resolution, client communication, and escalation.
- Provisioned and activated network services, including ONU setups, VLANs, and EVPL configurations
- Analyzed switch and network logs, completed initial remediation, escalated complex cases, and supported backend NOC operations
- Coordinated client activations, migrations, service transitions, onsite work, and the move from legacy infrastructure to ViewQwest-managed environments.

ADDITIONAL IT EXPERIENCE

Computer Systems Servicing (CSS) Trainer - Part-time | Damla Training Institute of Technology, Inc.

Davao City, Philippines | January 2026 - Present

- Deliver practical instruction in computer hardware, operating-system installation, networking, preventive maintenance, and technical troubleshooting aligned with CSS competencies.
- Guide learners through hands-on exercises, skills practice, and workplace-ready IT support procedures

Freelance IT Solutions Consultant | Project-based

Davao City, Philippines | Selected Projects

- Plan and deploy CCTV solutions for business clients, including site surveys, camera layouts, cable routing, DVR/NVR and network configuration, testing, turnover documentation, and user orientation.
- Develop web applications and business systems by gathering requirements, identifying process inefficiencies, and delivering tailored software, automation, and integration solutions.

EDUCATION

Master of Information Technology: University of Mindanao | Ongoing since January 2023

Bachelor of Science in Computer Science: University of Mindanao | June 2014 - March 2019