



Francis Ramon Lanaria

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PROFILE

Highly skilled Linux and VoIP DevOps Engineer with a strong background in designing, implementing, and maintaining robust infrastructure solutions. Proficient in leveraging Linux systems and open-source technologies to optimize and streamline operations. Expertise in Voice over IP (VoIP) technologies, including SIP, RTP, and PBX systems. Proven track record of successfully deploying and managing scalable and highly available VoIP platforms. Possessing excellent problem-solving abilities and a keen eye for detail. Effective communicator and collaborator, experienced in working closely with cross-functional teams to drive project success. Committed to continuous learning and staying up-to-date with emerging technologies and best practices. Seeking a challenging role to contribute my skills and expertise in Linux and VoIP to enhance operational efficiency and deliver exceptional results.

INTERESTS

Voip, Linux, Open Source, PBX, Docker, CRM, Data Center, Endpoint, Security and Compliance, Networking, Shell Scripting, MySQL Cluster

SKILLS



OS

Windows
Mac OS
Linux



HOBBIES



LANGUAGES



WORK TIMELINE

Home Base (Present)

-WFH IT Specialist for various small projects.

Head IT Specialist / Consultant to the following Companies:

Supreme Contact Centre Inc. (2019 - 2023 Hybrid)

- Chief Technical Officer of the company
- Provides technical training for in-house IT department and client's technical team.
- Maintain 62 data center dedicated Linux servers and 8 Asterisk/Database Cluster.
- Overall reporting head of all IT related concerns.

Bluechip Computers Inc. Dubai, UAE (2017 - 2019 Offshore)

- Work as Field Analyst and Engineer
- Provide endpoint clients field support.
- Maintain MacOS and Linux system for Bluechip's clients.

E Innovative Solutions, Cebu, Office / California (2016 – 2017 Hybrid)

- IP-PBX/Call Center Support
- Installed 34 total servers in the Cloud for Call Center/VOIP Purpose.
- Integrated the Soundboard/Avatar technology with the existing Call Center servers.
- Remote troubleshooting & with the Agents and Clients desktops &,laptops, thin clients, Routers.
- Spearheaded the monitoring of all the Linux & MySQL databases in the Cloud hosted servers.

Callvation LLC, Cebu/Baguio Office, Philippines &Port Saint Lucie, FL USA (2016 – 2017 Hybrid)

- IP-PBX/Call Center Support
- Installed 60 Clustered total servers in the Cloud for Call Center/VOIP Purpose.
- Integrated the Soundboard/Avatar technology with the existing Call Center servers.
- Remote troubleshooting & with the Agents and Clients desktops,laptops, thin clients, Routers.
- Spearheaded the monitoring of all the Clustered/ Farmed Linux & MySQL databases in the Cloud hosted servers.

G Access Marketing Solution, Manila, Philippines (Jan 2014 – Jun 2015 Hybrid)

- Installed the Vicidial Call Center Suite in premise base
- Successfully clustered all servers & ISDN's telephony system.
- Optimize the and scaled up the MySQL database.
- Interconnect the 3 offices in same building.

E-Global Contact Solution / American TESOL, Manila, Philippines (April 2014 – 2015 Remote)

- Provides Network, Desktop clients support in TESOL school.
- Design & Implement the Customer server system for 3 different restaurants owned by the company.
- Implement the Inbound/Outbound
- Calling system & reporting using open source software available in the market.
- Spearheaded the setup of WIFI, LAN & Unix base firewall.

My Supernova U.S – CA (2013 – 2015 Remote)

- Provided owned server for leased of clients dialing outbound using VOIP.
- Maintain the calling system to USA.
- Provides optimization,backup & restore of reports, recordings, CRM in weekly basis.

A.I.A Services U.S. – Orlando,FL(2013 WFH)

- Setup the Vicidial Call Centre Suite in Florida, USA in a premise & clustered environment.
- Setup a different server for FTP with PGP encryption.

NEXGEN Pharma, U.S. Account Ft. Lauderdale, FL(2013 WFH)

- Setup the Vicidial Call Centre Suite in clustered environment.
- Setup the Press-1 campaign & IVR Phone system.
- Install & setup the Linux Firewall in the office.
- Provide & installed the licensing of softphones in the office.

· **BC Publication**, U.S. Account – Boca Raton - FL(2013 - 2015 WFH)

- Provided a Cloud CRM & integrated with their existing VOIP system using API.
- Support for Inbound/Outbound calling system.

E Martel Call Center – Manila, Philippines (2013 - 2015 WFH)

- Provided Vicidial Cloud Support plus Voip minutes.
- Remote support for Agents working at home.

· **SMG Global** - Dec 2010 – Jan 2013

- Handles & Setup VOIP and Call Center dialer (Asterisk/Vicidial (Multi Server/ Cluster), CentOS & other Linux Flavors)
- Responsible in Network Infrastructure (Linux Firewall, Watchguard Firebox)
- Managing of our Telecommunication system base in New Jersey (PORTA one)
- 24/7 client support for our VOIP subscribers ([http:// www.sonanttelecom.com](http://www.sonanttelecom.com))
- Handles Cloud Base storage Servers (ownCloud)

· **Synergia Cybercare Inc.** Philippines (May 2008 - Dec 2010)

- Install, monitor and maintain of firewall, IP- PBX dialer (Asterisk) and VOIP, firebox VPN.
- Customize IP-PBX dialer (Asterisk) report to suit the needs of client & user.
- Maintain existing software and hardware.
- Implement remote hosting and VPN connection/peering of our clients servers. Maintain and upgrade of Company's website.
- Participate in evaluation and recommendation of technology solutions.
- Install technology systems and upgrades.
- Maintain a high availability IT environment.
- Track and manage all IT-related issues.
- Provide technical assistance to operations.
- Troubleshoot technical problems.
- Update and maintain call routing tables and systems.
- Plan and schedule system backup/outages to minimize customer impact.
- Train users on IT tools.
- Provide technical and deployment support to company's client.

