



Jerome O. Veldad

IT Specialist · Network & Endpoint Security · Systems & Infrastructure

✦ Milan, Italy ✉ jeromeveldad@gmail.com in linkedin.com/in/jerome-veldad-b45135141
△ veldad.it (portfolio)

PROFILE

IT Specialist with **9+ years** of hands-on experience keeping businesses running across healthcare, hospitality, manufacturing, real estate and corporate environments in the Philippines, the UAE and Italy. I currently manage IT infrastructure, security and user support for **four organizations across 19 sites**, and in my spare time I run a self-hosted infrastructure with single sign-on, intrusion defense, monitoring and 3-2-1 backups. ISC2 Certified in Cybersecurity and CompTIA A+.

CORE SKILLS

Networks & firewalls	Cisco Meraki, Ruijie, Netgear, TP-Link, FortiGate, OPNsense, VPN clients, Wi-Fi site surveys
Security	Bitdefender Endpoint Protection, firewall policy, Authelia SSO with 2FA, Fail2Ban, acceptable-use policies, user awareness training
Identity & cloud	Google Workspace, Microsoft 365, Windows Server, Active Directory, Group Policy, DNS / DHCP / SMTP
Storage & backup	Synology and Ugreen NAS, RAID, encrypted 3-2-1 backups (Rclone), disaster recovery, tape and VM snapshot backups
Virtualization & self-hosting	VMware ESXi, Hyper-V, VirtualBox, Docker Compose, Caddy reverse proxy, Pi-hole DNS, Uptime Kuma, RustDesk relay, n8n automation
Monitoring	Uptime Kuma, Prometheus, Node Exporter, Grafana, SMTP alerting
Support & operations	End-user and remote support (RustDesk), 3CX VoIP, CCTV/NVR, UPS, SAP client deployment, IT asset lifecycle, documentation
Hardware	PC assembly, upgrades and repair, preventive maintenance, structured LAN/WAN cabling, rack deployment

PROFESSIONAL EXPERIENCE

IT Specialist · Milu Group · Cosmo Clinic · Ariel Medical · Itay Properties

Jun 2024 – Present

Milan, Italy (hybrid / on-site)

- IT infrastructure administration, technical support and project planning for **four organizations across 19 sites**: 10 medical clinics for Cosmo Clinic and Ariel Medical (Milan ×4, Bologna ×2, Verona, Genoa, Florence, Turin), 4 hotels in Milan and Florence plus a reservation office and HQ (Milu Group), and the Cosmo Clinic, Ariel Medical and Itay Properties offices.
- Manage network security and wireless infrastructure with **Cisco Meraki** (hotels) and **Ruijie** switching (offices); protect endpoints with **Bitdefender Endpoint Protection**.
- Administer **Google Workspace**, **3CX** enterprise telephony, and centralized **NAS** backup and disaster recovery systems.
- Provide end-user and remote support, including remote desktop sessions with **RustDesk**.

PROFESSIONAL EXPERIENCE (CONTINUED)

Information Technology Assistant · FDC International FZCO

Feb 2019 – Jan 2021

United Arab Emirates

- Single point of contact for end-user technical needs, resolving hardware, software and critical networking issues with 24/7 remote support.
- Managed **Synology NAS** shared-drive permissions and user provisioning; deployed and configured wireless access points.
- Authored end-user Acceptable Use Policies, troubleshooting guides and knowledge-base articles; trained users on anti-malware practices.
- Ensured smooth IT operations for major conferences, company events and critical meetings.

IT Desktop Support · EMTECH Group (FDC International)

Aug 2017 – Feb 2019

Dubai, UAE

- Managed **Active Directory**, Group Policies, firewall rules and network access, a server room monitoring system, and weekly Symantec tape backups.
- Deployed and maintained CCTV/NVR surveillance, UPS systems, structured LAN/WAN cabling and biometric fingerprint systems.

Desktop Support Technician / Technical & IT Specialist · First Datacorp (Alaska Milk Corp)

Apr 2015 – Apr 2017

Makati / Laguna, Philippines

- Level 2 server configuration, **FortiGate** firewall management, switch/router upgrades and Wi-Fi site surveys with access point deployment.
- SAP client deployments, full IT asset lifecycle management (procurement to disposal) and weekly plant IT status reports.

I.T. Technician · SSMC Group of Hospitals and Clinics

Apr 2014 – Mar 2015

Laguna, Philippines

- Maintained the hospital's patient/outpatient database system, deployed workstations and performed preventive hardware maintenance.

PROJECT: VELDAD INFRASTRUCTURE (PERSONAL HOMELAB)

[Live architecture and status: veldad.it](#)

- Self-hosted private cloud **Veldad Cloud** (veldad.cloud) on a Ugreen NAS (48GB RAM, 14TB RAID 6): Immich with 63,000+ photos and 11,600+ videos (1.49 TiB), plus Jellyfin, n8n and a WORKSTATION-VM in Docker.
- Hardened edge VM: Caddy reverse proxy with automatic HTTPS, Authelia + LLDAP single sign-on with 2FA, Fail2Ban with Whois email alerts, Pi-hole DNS.
- Monitoring with Prometheus and Grafana plus external Uptime Kuma on Oracle Cloud; remote access through a self-hosted RustDesk relay.
- Nightly encrypted off-site backups to Google Drive with Rclone, plus a local copy on an external HDD (3-2-1).

CERTIFICATIONS

- **ISC2** Certified in Cybersecurity (CC) · [verify](#) ↗
- **CompTIA A+** · [verify](#) ↗

LANGUAGES

English (native) · Filipino (native) · Italian (A2)

EDUCATION

B.S. in Information Technology, Saint Louis Anne Colleges, San Pedro, Laguna (Philippines), 2011 – 2016

Best Thesis Award: Online K12 Assessment Test System

INTERESTS

Custom PC building (my "Dark Quiet" build: Ryzen 7 9800X3D, RTX 4080 SUPER, 64GB DDR5, 360 mm liquid cooling) · homelab and self-hosting