

Marco Polo Edaño

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Profile

IT Infrastructure Engineer with 15+ years of experience in ATM Banking Technology. Currently an IT Infrastructure Engineer of LifeBank Foundation Inc. Skilled in managing servers, networks, virtualization, and enterprise systems to ensure uptime and performance in high-demand environments. Proven expertise in troubleshooting, service delivery, and aligning technology with business needs. Currently leading a strategic initiative to design and deploy an in-house ATM network architecture at LifeBank Foundation Inc., driving operational efficiency and service innovation. Recognized for problem-solving, customer focus, and delivering reliable solutions that support organizational growth.

Work Experience

MicroSolution Inc.

Computer Technician August - December 2007

Responsible for troubleshooting and repairing Desktop Computers based on reported problem. Ensuring workstations' availability of the four Computer Shops that I am handling.

Duties:

- Responsible for installation and maintenance services of the four locations.
- Supporting clients over the phone for any enquiry about the problem they are facing.
- Always giving a follow-up calls to clients and ensure satisfaction.

NCR Corp. Phils.

Technical Support January 2008 - February 2010

Responsible for troubleshooting NCR Automated Teller Machines.

Duties:

- Responsible for installation and maintenance services of 100+ ATMs in our area.
- Ensuring SLAs (Service Level Agreements) are met.
- Preparing checklists of the machines being under Preventive Maintenance.
- Providing ATM custodians and FLM (First Line Maintenance) remote phone support.
- Reworking defective parts instead of sending it to Rework Centre for repair.
- Most of all, reducing ATM downtimes and increasing uptime.

NCR Qatar LLC

ATM Support Engineer February 2010 - August 2023

Provided end-to-end support for Qatar's nationwide ATM and IT infrastructure, covering 1,000+ ATMs and ITM systems, POS systems, Cheque Scanners, Enterprise Storage, Fiber Optics, and Nutanix enterprise cloud. Consistently exceeded NCR's best practices and key performance metrics, delivering top-tier service quality and sustaining year-over-year achievement across all projects while pursuing continuous professional development through NCR University and external technical courses.

Key Achievements:

- Managed nationwide deployment and maintenance of 1,000+ ATMs across Qatar, achieving 99.9% uptime and consistently meeting SLA targets.
- Led large-scale ATM and POS modernization projects, enabling EMV and PCI-DSS compliance and securing millions of daily transactions.
- Executed Windows OS migrations (XP → 7 → 10) across hundreds of ATMs and POS with zero major service disruption.
- Deployed ATM security enhancements (anti-skimming devices, biometrics, CCTV), reducing fraud attempts by 30%.
- Leveraged NCR's remote monitoring tools to cut on-site visits by 40% and accelerate fault resolution.
- Delivered training to 100+ custodians and CIT staff, improving first-line maintenance resolution rates by 35%.
- Optimized spare parts inventory and logistics, reducing repair turnaround by 25% and preventing service delays.
- Supported infrastructure migrations to Nutanix virtualization, strengthening redundancy and disaster recovery capabilities.
- Pursued **continuous professional development via NCR University and external certifications**, ensuring up-to-date expertise in ATM technology, virtualization, networking, and enterprise IT infrastructure.

LifeBank Foundation Inc.

IT Infrastructure Engineer September 2024 - Present

- Administer and manage Active Directory for user provisioning, access management, and security controls across the organization.
- Maintain and support 3CX VoIP system, ensuring reliable communication services across multiple branches.
- Collaborate with management to provide network support and design, and implementation projects optimizing connectivity and security across 700+ remote branches.
- Provide full lifecycle support for network infrastructure, including core switches, distribution switches, routers, ISP routers, and firewalls to maintain high availability of IT services.
- Oversee and support Windows and Linux Server environments, backup and storage systems for optimal performance.
- Deliver technical assistance to staff, including support outside office hours when required.
- Strategic Initiative - authored a proposal for an in-house ATM Network Infrastructure to cut costs, enhance security, and achieve long-term operational independence.
- Pursue continuous upskilling in Cybersecurity and Infrastructure technologies, completing training and certifications from Fortinet Cybersecurity, ISC², CompTIA (Network+, Security+, Linux+), Cisco Cybersecurity, and Google Cybersecurity.

Key Skills and Competencies

- Proficient in maintaining and supporting network infrastructure, including core switches, distribution switches, routers, ISP routers, and firewalls.
- Strong experience in IT service delivery, incident management, and systems administration with a focus on reliability and minimal downtime.
- Skilled in virtualization, server management, and implementing security best practices aligned with organizational needs.
- Adept at managing client and stakeholder relationships with professionalism, empathy, and clear communication.
- Excellent ability to explain complex technical concepts in a simple, user-friendly manner to both technical and non-technical audiences.
- Committed to operational excellence, proactive problem-solving, and continuous service improvement.

Certifications & Trainings

Central Philippine University	Cisco Products Configurations	2009
Dell	Desktop Systems, Notebook, 9G & 11G Servers	2010
NCR University	PersonaS, Self Serv and GBNA/GBRU ATMs	2010
NCR Dubai	NCR ATMs Advanced Training	2011
Aptech Qatar	Cisco Networking Technology	2012
Cisco Systems	Cisco Certified Technician Routing & Switching	2013
Symantec	Symantec NetBackup	2014
Nutanix	Enterprise Cloud	2016
Quantum	Tape Libraries	2016
Ciena	Fiber Optics	2020
Linux Fundamentals	Asia Open RAN Academy	2024
AI/Machine Learning	Asia Open RAN Academy	2024
AI Ethics and Governance	Asia Open RAN Academy	2024
5G Mobile Networks	Asia Open RAN Academy	2024
Basic Linux	MNet IT	2024
Google IT Support	Google	2025
Certified in Cybersecurity	ISC2	2025

Personal Skills

- Problem-Solving & Analytical Thinking - Quickly identifies root causes and implements effective solutions.
- Results-Oriented & Adaptable - Focused on achieving goals while adjusting easily to new challenges.
- Service-Oriented Mindset - Maintains a proactive, helpful attitude in all interactions.
- Performs Well Under Pressure - Stays focused and productive when handling multiple priorities.
- Collaborative & Continuous Learner - Works effectively in teams and always seeks growth opportunities.

Academic Qualifications

B.S. in Electronics and Communications Engineering	Central Philippine University	2002-2005
B.S. in Computer Engineering	Cebu Institute of Technology-University	2024-2026

Personal Information

Date of Birth:	21 October 1985
Languages Known:	English and Filipino
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Zip Code:	5000