

Justin Kombe Tonguino

ArcGIS Enterprise Support Analyst

Driven technology professional with hands-on expertise in ArcGIS Enterprise, offensive security, and automation scripting. I diagnose complex geospatial problems and deliver reliable, high-quality solutions for end users. I author knowledge articles, support enterprise usage, mentor team members and resolve complex global escalations. Disciplined and curious, I continuously advance my skills through hands-on labs and industry certifications.



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WORK EXPERIENCE

GIS Enterprise Support Analyst Esri Malaysia

03/2025 - Present

Shah Alam, Malaysia

Achievements/Tasks

- Provide high-quality technical support for ArcGIS Enterprise and related technologies, handling complex escalations in collaboration with internal distributors across global markets.
- Identify and troubleshoot issues related to usage, configuration, performance, offline mapping, web and mobile applications, and Distributed Collaboration.
- Utilize expertise in SQL Server, PostgreSQL, Oracle, and other databases to manage data and support GIS operations.
- Actively author internal Knowledge Articles and technical documentation, ensuring solutions are accurate, accessible, and aligned with team standards.
- Regularly collaborate with cross-functional teams to brainstorm and troubleshoot complex GIS issues.
- Mentor and support new team members through knowledge transfer initiatives, best practices and technical guidance to accelerate onboarding.

Security Operations Center (SOC) Analyst Asia Pacific University (APU)

12/2023 - 03/2024

Kuala Lumpur, Malaysia

Achievements/Tasks

- Monitoring of event logs on networks, systems, devices, and infrastructure for unusual or suspicious activity.
- Reviewing and categorizing security alerts and potential threats.
- Performing active monitoring and working closely with Teams leads and SOC Manager.

IT Intern - LAB Security Analyst Asia Pacific University Technology Services

09/2023 - 01/2024

Kuala Lumpur, Malaysia

Achievements/Tasks

- Conducted vulnerability assessments and penetration testing to identify security weaknesses within the LAB clients.
- Compiled detailed reports documenting findings, strategic recommendations and remediation actions.

EDUCATION

BSc (Hons) Computer Science (Cyber Security) Asia Pacific University (APU)

09/2021 - Present

Kuala Lumpur, Malaysia

SKILLS

ArcGIS Enterprise

Project & Team Management

Penetration Testing

Bash, Python, C, Golang, Rust

ACHIEVEMENTS

HackTheBox Pro Labs - Dante, Zephyr, Offshore, RastaLabs (09/2025)

Red Hat's Linux System Administration and automation training [RH124, RH134, DO457] (02/2025)

CERTIFICATES

Certified Red Team Lead - CRTL (06/2026)

Certified Red Team Operator - CRTO (05/2026)

Certified PenTesting Specialist - CPTS (04/2026)

Certified Red Team Analyst - CRTA (08/2025)

Multi-Cloud Red Team Analyst - MCRTA (12/2024)

INE Certified Cloud Associate - ICCA (02/2024)

Junior Penetration Tester - eJPT (01/2024)

PERSONAL PROJECTS

Implementation of a Remote Command Execution System using Golang (05/2024 - 07/2024)

A lightweight CLI-based system, designed to support both web shells and reverse shells for flexibility across varied environments.

LANGUAGES

English

Native or Bilingual Proficiency

French

Full Professional Proficiency

INTERESTS

Command & Control (C2)

Red Teaming

CTF

Blockchain

Scripting

Bug Bounty

Sports