Roxanne Joy J. ███████

Address: ████████████████
Email ████████████████
███████████████
Contact #: ████████████

CAREER OBJECTIVE

To gain employment to a company that offers a consistently positive atmosphere to learn new technologies and where I can share my knowledge and develop my personal skills.

KEY SKILLS AND COMPETENCIES

- A good working knowledge of all levels of helpdesk support
- Excellent telephone manner and customer service skills
- Excellent working knowledge in all Microsoft Office packages
- Ability to type at least 40+ wpm
- Ability to produce consistently accurate work even whilst under pressure.
- Ability to multi task and manage conflicting demands.
- Maintain servers and network devices
- Ability to work shifts and weekends - occasional overtime / overnight.
- Having the ability to listen to, understand and defuse difficult situations.
- Ability of setting up and maintaining hardware and software systems.
- Knowledge in Web application and designing
- Average in Computer programming
- Knowledge in Photo editing
- ERP Software Administrator
- Knowledge in SQL Database
- Knowledge in basic AutoCAD

PERSONAL INFORMATION

Age	██████
Birth Date	████████
Birth Place	██████████
Philippines Nationality	▎ ████
Religion	█████████
Height	█████

EDUCATION

2008 - 2012	:	██████████████████

Bachelor of Science in Information
Technology Ayala Hi-way, Lipa City
Achievements: Dean' s Lister 2011 - 2012

2004 – 2008	:	██████████████████

Poblacion, Ibaan, Batangas

1998 – 2004	:	████████████████████

Malainin, Ibaan, Batangas

WORKED EXPERIENCE

Information Technology Specialist

██████████████
████████████████████

Sitio, Mahabang Parang, Brgy. Limao, Calauan, Laguna
July 2022 – Present

Job Description:

- Ensures the 24/7 reliability and availability of the Local Area Network / Wide Area Network (LAN/WAN) communication links of site/plant facilities through continuous network monitoring and coordination with communications providers (Telcos) and internal systems/network administrators.
- Ensures very minimal or no interruption on all network and systems services running on plant facilities.
- Participates in the development, testing, quality assurance, configuration, installation, implementation, integration, and maintenance of networked systems and IT assets used for the transmission of information in voice, data, and/or video formats.
- Performs systems maintenance, updates, and backup on a regular basis. Informs all functional users affected prior to downtime (if there's any) due to the said system activities or due to network link downtime. This shall ensure that the integrity and reliability of the database is intact at all times.
- Logs and reports incidents and service requests of all IT service desk related matters, through the use of the company group wide service desk management system. These shall ensure that all incidents and service requests with its resolution or work around are properly documented/logged and at the same time updating the knowledge database of the system.
- Administers site/local Virtual Machines (VMs), servers and systems, to provide first level of support up to 2nd level of support.

- Assists Group Heads in the user awareness and implementation of ITS policies and procedures by maintaining the confidentiality, integrity, and availability of information assets through the strict application/implementation of Information Security Management System (ISMS), making sure company information assets are accessible at all times with the appropriate and approved levels of access.
- Coordinate and collaborate with various functional teams by attending group wide initiated trainings, seminars, and forums to build the relationship, promote innovation and learn best IT practices amongst his/her IT counterparts and colleagues in the organization.
- Administers in-house systems by configuring / assigning the approved level of access of the functional users ensuring the integrity and reliability of all the information stored and retrieved in the system.
- Perform other related tasks and/or functions that may be assigned by his/her Department Head (DH).

System Engineer Support / Implementation Engineer

████████████████████████

31D RufinoPacific Tower 6784 Ayala Ave Corner V.A Rufino St.
Makati City
May 2021–June 2022

Job Summary:

Reporting directly to Sri Lanka Head office system engineering department. Maintains the computer networks, provides technical supports and ensures the company is running smoothly. Monitors and maintain the company computer system, configure and install hardware and software and solves technical problem.

Job Description:
- Maintaining a systems infrastructure inventory including hardware and software
- Systems related Infrastructure purchasing process (Evaluation of products/vendor and corporate approval process)
- Systems related Infrastructure disposal process
- Setting-up internet infrastructure network setup (including new firewall)
- Maintains IP address and registered MAC address list for the wireless
- End users or internal infra trouble shooting (hardware/software)
- Monitors and maintains related assets, licenses, documentation, departmental procedures and policies to ensure the efficient and secure operation of all related IT components. Monitors antivirus and spam protection. Apply patches on all hardware as appropriate.

- Configures, maintains and monitor layer 2 and 3 devices (switches, routers, and firewalls). Installation,
- configuration, and security hardening RHEL Support Dev
- team in SQL query related to the products. Deployment of
- release to different environment as per the instruction of Project Manager.
- Set up new Environment of the project.
- Support dev team for the project progress.
- Coordinates with the organization's current maintenance/technical support engineers/technical service providers.
- Ensures the strict implementation of all existing Hitachi Policies and Procedures to all concerned Sections/Dept.
- Performs such other duties and tasks that my immediate superior may from time-to-time ass

MIS Staff

███████████████████

Laguna Technopark, Sta. Rosa, Laguna
June 2018 to April 2021

Job Summary:

Reporting directly to Sri Lanka Head office system engineering department. Maintains the computer networks, provides technical supports and insures the company is running smoothly. Monitors and maintain the company computer system, configure and install hardware and software and solves technical problem.

Job Description:
- Provide administrator support in ERP system (EXACT ERP). Maintain
- and administer computer networks and related computing environments, including computer hardware, systems software, applications software, and all configurations. Provide a second level of
- support to end users Monitor and maintain servers if running smoothly,
- secure and schedule backup process
- Install and configure CCTV camera
  Monitors and maintains MIS related assets, licenses, documentation,
- departmental procedures and policies to ensure the efficient and secure operation of all related IT components.
  Coordinates with the Purchasing Section, Suppliers, and Service
- Providers regarding MIS related requirements.
  Ensures that all computers, servers, devices, and all other MIS
- related assets are secured from unintended use and damage.
  Resolves issues and provides immediate support to end-user's MIS
- related concerns.
  Strictly follow the quality, environmental, health and safety policies set
- by the company to ensure the proper implementation of the system

through compliance with all relevant legislations and regulations in which we subscribe. Monitors antivirus and spam protection. Apply

- patches on all hardware
  as appropriate.
- Configures, maintains and monitor layer 2 and 3 devices (switches, routers, and firewalls).
- Develops an on-going maintenance schedule (e.g. backups, checking system status for servers and workstations).
- Recommends policies and standards for the systems or network infrastructure. And to develop, publish and enforce systems architecture standards.
- Evaluates, recommend software's/hardware's/tools/technology for the organization.
- Maintains and supports the organization's Payroll System.
- Coordinates with the organization's current maintenance/technical support engineers/technical service providers.
- Ensures the strict implementation of all existing MIS Policies and Procedures to all concerned Sections/Dept.
- Strictly follow the Integrated Management System set by the Company to ensure the proper implementation of the system through compliance with all relevant legislations and regulations in which we subscribed.
- Performs such other duties and tasks that his/her immediate superior may from time-to-time assign.

ERP Support / IT Helpdesk

███████████

FPIP, Sta. Anastasia, Sto. Tomas, Batangas
February 2012 to June 2017

Job Summary:

Reporting directly to the IT Manager and collaborating closely with other IT team members. Responding to queries in a timely and accurate manner and resolving queries to the user's satisfaction. Supporting over 400 end users in the company

Job Description:

- Provide administrator support in ERP system (UNIERP)
- Installing ERP system to all end users.
- Handling incoming incidents via the phone / e-mail promptly and effectively, provide troubleshooting and configuration support for client desktop.
- Responsible for diagnosing & resolving hardware, software & end user's problems.
- Acting as the first point of contact for all IT & technical queries.
- Involved in the rollout of software updates and patches.

- Investigate specialist and complex IT support issues.
- Configuring and managing backup & restore procedures.
- Maintaining a wide range of computer hardware and software programmed.
- Identifying & reporting on the budgetary implications of IT projects and upgrades.
- Provide primary support for LAN administration.
- Responsible for supervising and allocating work to junior staff and induction training for new staff.
- Deploying new hardware, server backups & evaluating new software & security risks
- Monitoring inventory of office stock and ordering supplies.
- Responsible for purchase orders
- In-charge in department documents for ISO audit; manage department monthly schedules

CHARACTERREFERENCES

Available upon request