



Roy [Redacted]

[Redacted] [Redacted] [Redacted]

EDUCATION

[Redacted]
El Camino Real St., Pueblo de Oro
06/2008 - 03/2012 Cagayan de Oro City

[Redacted]
73 Corrales Ave
06/2012 - 03/2016 Cagayan de Oro City
Courses
- BS - Computer Science

WORK EXPERIENCE

Technical Support Representative
[Redacted]
06/2016 - 08/2017 Cebu City
Achievements/Tasks
- Provide customer satisfaction with correct troubleshooting

Account Officer / IT
[Redacted]
11/2017 - 03/2018 Cagayan de Oro City
Achievements/Tasks
- Troubleshoot computer & printer problems in the office

System Administrator
[Redacted]
04/2018 - 09/2018 Cagayan de Oro City
Achievements/Tasks
- Manage server racks and system units for testing environment.
- Research new technologies to be implemented for client requirements

I.T. Solutions
[Redacted]
12/2018 - 09/2019 Cagayan de Oro City
Achievements/Tasks
- Conduct IT Infrastructure Assessment to clients
- Initiate and build rapport with clients to provide business relationships and increase company's sales

Associate Software Engineer
[Redacted]
03/2020 - 08/2020 Cebu City
Achievements/Tasks
- Undergo training for Java Programming, Web Development and Design, Spring framework, and Japanese training

QA Specialist
[Redacted]
06/2021 - Present Cagayan de Oro
Achievements/Tasks
- Perform QA procedures for every output towards client.
- Monitor clients' website for security and responsiveness.

SKILLS

- Knowledgeable with Linux operating system and configuration
- Critical thinker
- Active listener
- Adapts easily to changes
- With good understanding on IT Infrastructure
- Skilled on network troubleshooting
- Beginner in Java Programming
- Intermediate level in English writing and oral skills
- Elementary level in Japanese writing and oral skills
- Researching
- Basic knowledge for PHP & HTML

CERTIFICATES

- Dean's Lister 3rd Honor (06/2015 - 11/2015)
Awarded on School Year 2015 – 2016 1st Semester at [Redacted]
- Dean's Lister 3rd Honor (11/2015 - 03/2016)
Awarded on School Year 2015 – 2016 2nd Semester at [Redacted]
- Top Technical Support Representative (11/2016)
Awarded on the 20th day of November 2016 at Convergys i2 Building, Cebu City
- Outstanding Service Satisfaction (10/2016)
Awarded on the 14th day of October 2016 at Convergys i2 Building, Cebu City

LANGUAGES

- English
Full Professional Proficiency
- Japanese
Limited Working Proficiency
- Filipino
Full Professional Proficiency

INTERESTS

- Java programming
- Language learning
- Anime
- Basketball
- Soccer
- Musical instruments
- Watching documentaries