BEN RYAN RINCONADA

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PROFESSIONAL SUMMARY

Dedicated IT graduate and Support Engineer with hands-on experience in troubleshooting hardware, software, and network issues, encoding product information, and optimizing operational workflows. Proven ability to monitor system performance, generate detailed monthly and quarterly reports, maintain accurate IT asset inventories, and prepare technical presentations. Eager to leverage a solid technical foundation and strong willingness to learn in an IT Staff role focused on ensuring network reliability and data integrity.

EXPERIENCE

Web Development & IT Support Intern   March 2025 - July 2025
SPLACE BPO, Davao City, Philippines

- Delivered technical support to 100+ internal users, achieving a 95% first-touch resolution rate on hardware, software, and network issues.

- Monitored system performance and network connectivity, proactively identifying and resolving downtime issues.

- Maintained IT asset records, performed hardware installations, and organized cabling to optimize workstation readiness.

- Managed Vici dialer system workflows to ensure accurate data distribution and efficient task assignments.

SKILLS

- Technical Support & Troubleshooting: Hardware · Software · Network · System Performance Monitoring

- System Administration & Development: MERN Stack (MongoDB · Express.js · React.js · Node.js) · Windows & Linux OS

- Soft Skills: Adaptability · Fast Learner · Collaboration

EDUCATION

Bachelor of Science in Information, Business Analytics   Mati City, Philippines | 2021 – 2025
Davao Oriental State University