BEN RYAN RINCONADA

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PROFESSIONAL SUMMARY

IT graduate with hands-on experience in data encoding, system maintenance, and basic network support. Demonstrated ability to accurately input product and lead information, troubleshoot hardware/software issues, and optimize operational workflows. Eager to leverage technical foundation and strong willingness to learn in an IT Staff role focused on encoding products and maintaining network environments.

EXPERIENCE

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

- Encoded product, lead, and HR evaluation data into proprietary MERN-based system with 99% accuracy.

- Performed hardware installations, cable organization, and system reformatting to optimize workstation readiness.

- Monitored network connectivity, conducted basic troubleshooting, and collaborated with IT teams to ensure consistent uptime.

- Assisted production teams with cable management, lead mining, and system reformatting to support operational efficiency.

- Managed lead distribution workflows as Vici Controller, ensuring accurate data flow and optimized task assignment.

Full-Stack Developer (Harvestify | Thesis)   2021 – 2025
Davao Oriental State University, Mati City, Philippines

- Cataloged and standardized Agri-Marketplace product details for 200+ items, enhancing search accuracy by 40%.

- Conducted security audits on two-factor authentication flows, documenting procedures that bolstered application resilience.

- Audited client-side state management, resolving 10+ data flow issues to ensure UI consistency.

SKILLS

Web Development (MERN) | Product Data Encoding | Basic Network Troubleshooting | Hardware Installation & Cable Management | Windows & Linux OS | Documentation & Process Improvement | Adaptability & Quick Learning

EDUCATION

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