JOHN ALBERT J. RETIZA

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EDUCATION

Technological University of the Philippines
Bachelor of Science in Information Systems, Graduated Cum Laude *Sep 2021 - Aug 2025*
Total GPA: 1.64
Florentino Torres Senior High School
Technical Vocational - Computer System Servicing, Graduated With Honors *Jun 2018 - Mar 2020*

WORK EXPERIENCE

IT Assistant Intern
Mariana Academy of Maritime Studies Inc. | *Feb 2025 - May 2025*

- Ensured uninterrupted daily training operations by managing the network and troubleshooting 24+ computer stations, achieving **100% system uptime**.
- Facilitated training for **500+ students** by successfully installing and configuring a specialized maritime software application across all 24 computer workstations, eliminating installation-related support tickets.
- Supported instructor-led training by operating and providing real-time technical support for Full Mission Bridge and Engine maritime simulators, contributing to a seamless learning experience for students.
- Handled **CCTV operations**, including fulfilling requests for missing device footage and monitoring for hostile movement to ensure campus safety and security.
- Documented key events through **photography**, including batch-by-batch maritime student photos and graduation pictorials for ETR and ETO programs. Specifically captured ID pictures for **7-8 upcoming student batches**.
- Increased departmental efficiency by handling high-volume printing tasks and providing prompt IT assistance to Accounting, HR, and Quality Assurance teams, reducing support wait times by an estimated **20%**.
- Maintained data integrity and departmental compliance by performing quality checks on all assessment results and documenting anecdotal reports for IT record-keeping.

ACCOMPLISHMENTS & PROJECTS

- System Development: Developed and implemented a digital recruitment system for Lazada Logistics as a capstone project.
- Academic Excellence: **Graduated Cum Laude** from the Technological University of the Philippines.
- Hardware Expertise: Achieved 3rd place in the Assemble and Disassemble computer competition (Computer System Servicing).

TECHNICAL SKILLS

- Operating Systems: Windows 7, Windows 10
- Hardware: PC Assembly, Troubleshooting, Maintenance, OS Cloning
- Networking: Network Configuration, Server Operation, Data Backup & Recovery
- Software: Microsoft Office Suite, Google Workspace, Software Installation, Quality Assurance (QA)
- Soft Skills: Technical Support, Problem-Solving, Quality Checking, Documentation, Team Collaboration, Adaptability