



JOHN ALBERT RETIZA

SUMMARY

Detail-oriented Information Systems graduate with hands-on experience in technical support and system analysis. Skilled in troubleshooting hardware/software issues, optimizing IT operations, and delivering data-driven solutions. Strong project management and collaboration skills, committed to continuous learning in tech

WORK EXPERIENCE (INTERNSHIP)

IT TECHNICAL SUPPORT SPECIALIST
MARIANA ACADEMY OF MARITIME
STUDIES INC. - MANILA, PHILIPPINES
FEB 2025 - MAY 2025

- Resolved hardware/software issues, reducing downtime by 30% through proactive monitoring.
- Configured workstations and deployed systems, ensuring seamless onboarding for 30+ users.
- Developed user-friendly technical documentation, improving self-service support efficiency.
- Collaborated with IT teams to streamline troubleshooting processes and implement solutions.

EDUCATIONAL ATTAINMENT

TECHNOLOGICAL UNIVERSITY OF THE
PHILIPPINES | MANILA | 2025 BACHELOR
OF SCIENCE: INFORMATION SYSTEM
CUM LAUDE

- GPA: 1.64 | Key Projects: Led teams in Information Assurance, System Analysis, and Project Management.
- Leadership: Project Manager for 6 major courses, focusing on IS Documentaion & Developing and business processes.

CONTACT

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johnalbert.netlify.app

PLATFORMS

LINKEDIN:

JOHN ALBERT RETIZA

GITHUB:

JohnAlbert29

CERTIFICATE

TESDA NCII :
COMPUTER SYSTEM SERVICING

MIMO :
COMPLETION OF SQL

MIMO :
COMPLETION OF PYTHON

HOBBIES

ORGANIZING GAMING
TREND USER CODING
SERIES DOCUMENTARY

PROFESSIONAL SKILLS

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| <ul style="list-style-type: none">• Project Management<ul style="list-style-type: none">◦ Technical documentation◦ Agile Developing◦ JIRA◦ Budget and Timeline control | <ul style="list-style-type: none">• Hardware support<ul style="list-style-type: none">◦ Data backup and recovery◦ Hardware Diagnostic◦ Troubleshooting◦ OS Knowledge | <ul style="list-style-type: none">• Web Developing<ul style="list-style-type: none">◦ HTML - CSS - JS◦ Python◦ Netlify App◦ Github Desktop |
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