



JOHN ALBERT RETIZA

CONTACT

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SOCIAL MEDIA

LINKEDIN:

JOHN ALBERT RETIZA

MIMO ACCNT:

John Albert retiza

GITHUB:

JohnAlbert29

FACEBOOK:

Jhon Arbelt

SKILLS

- Project Management
- Hardware support
- Network troubleshooting
- Data backup and recovery
- Software diagnosis
- Operating systems knowledge
- systems analysis
- Documentation management
- Computer literacy
- Technical documentation proficiency
- Troubleshooting expertise

SUMMARY

Driven and detail-oriented Information Systems student with hands-on experience in technical support and data analysis. Proven ability to troubleshoot hardware, software, and network issues efficiently while maintaining strong documentation and communication. Skilled in system recovery, data interpretation, and using analytics tools to support smart, data-driven decisions. Committed to continuous learning and delivering high-quality solutions that align with organizational goals.

WORK EXPERIENCE (INTERNSHIP)

IT TECHNICAL SUPPORT SPECIALIST | MARIANA ACADEMY
OF MARITIME STUDIES INC. - MANILA, PHILIPPINES |
02/2025 - 05/2025

- Delivered efficient hardware, software, and network support, reducing resolution times and improving overall user productivity.
- Diagnosed and resolved technical issues; maintained system reliability through proactive monitoring, backups, and recovery operations.
- Set up and configured new workstations with appropriate hardware, software, and network connectivity to ensure seamless onboarding.
- Created clear and user-friendly technical documentation to enhance self-service support and internal knowledge sharing.
- Collaborated with IT teams to develop effective solutions and streamline troubleshooting and support processes.
- Maintained and inspected computer hardware regularly to ensure optimal performance and prevent unexpected failures.
- Assisted users with the installation and setup of new systems, applications, and tools, ensuring a smooth transition and functionality.

EDUCATIONAL ATTAINMENT

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

- Appointed as Project Manager for Information Assurance and Security I & II, Financial Management, System Analysis and Design, and Project Management I & II.
- **GPA: 1.59** | Key Skills: Project Management, Business Process, Systems Analysis
- Leadership: Appointed as Project Manager for 6 major subjects