

# 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

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## WORK EXPOSURE

### 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.
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## ACCOMPLISHMENTS & PROJECTS

- Developed and implemented a **Digital Recruitment System** for Lazada Logistics as a **Capstone project**.
  - Graduated Cum Laude** from the Technological University of the Philippines.
  - Achieved 3rd place in the Assemble and Disassemble computer competition (Computer System Servicing).
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## TECHNICAL SKILLS

- Operating Systems: Windows 10, Windows 11, Windows Server
- Hardware Diagnostics, OS Cloning, System Maintenance
- Network Configuration & Troubleshooting (Advanced), Data Backup & Recovery, Server Operation
- Microsoft Office Suite (Advanced), Google Workspace, Adobe Photoshop, Software Installation & QA
- Programming & Databases: SQL, Python (Basic), System Design & Process Flow Diagrams (Advanced)
- Professional Skills: Technical Support, Problem-Solving, Documentation, Team Collaboration