YUNQUE, LUCKY

SYSTEM ADMINISTRATOR

+63 966 7439 338
YUNQUELUCKY@GMAIL.COM
ANTIPOLO CITY

OBJECTIVE

To utilize my technical expertise and problem-solving skills as an IT specialist to improve organizational effectiveness, keep learning new technologies, and support long-term business success.

SKILLS & ABILITIES

Expertise in administering and maintaining servers and virtual machines across Linux, Windows, and macOS environments, with a strong focus on system stability, security, and performance optimization.

EXPERIENCE

2025 - present

System Administrator
Tomsworld Philippines Inc.

administered and supported IT infrastructure for over *1,000+ users*, managing *4+ physical servers* and *12+ virtual machines*. Responsibilities include server installation and configuration, firewall threat management, Active Directory and Microsoft 365 Entra identity administration, and end-user system support across enterprise environments.

2024 - 2025

IT Specialist
Tomsworld Philippines Inc.

Provided frontline technical support for end users by diagnosing and resolving hardware, software, and network issues across Windows and macOS environments. Handled user account support in **Active Directory** and **Microsoft 365 Entra**, performed desktop installation, configuration, and routine maintenance, and assisted in supporting internal systems including **POS, HRIS,** and **ticketing platforms**. Escalated complex issues appropriately while ensuring timely resolution and high user satisfaction.

2021- 2024

Reasearch Analyst/IT Specialist
Assistant Chief of Staff for Operations OG3, Philippine Army

Conducted data-driven operational and organizational research to support strategic planning and decision-making, producing accurate reports and presentations. Simultaneously maintained IT infrastructure by supporting computer systems, network connectivity, and basic system administration to ensure reliable and uninterrupted office operations.

| 2019 - 2021 | **IT Specialist/System Administrator** |
| | Technomed International Incorporated |

Provided IT support and system administration for enterprise and healthcare environments. Deployed and maintain **servers (Windows Server 2012 R2) and firewall systems (Pfsense)** with packages such as SquidGuard, Nmap, and ntopng to ensure a secure, reliable infrastructure. Delivered **Level 1–3 technical support** across **Windows and macOS** platforms, managed **Active Directory and Google Workspace** accounts, and performed desktop installation and maintenance. Gained hands-on exposure to **medical equipment**, including CT scan systems, CBC machines, and patient telemetry monitors, learning connectivity and operational support.

EDUCATION

| June 2019 | **Bachelor of Science in Information Technology** |
| | University of Rizal System, Antipolo |

- Completed a comprehensive IT curriculum covering **System Analysis and Design (SAD), C++ Programming, Web Design**, and other core IT subjects.
- Gained hands-on skills in **software development, database management, and network fundamentals**.
- Earned **NC II Certification in Computer Servicing**, demonstrating proficiency in **hardware installation, troubleshooting, and maintenance**.

COMMUNICATION

Strong written and verbal communication skills, with the ability to clearly explain technical issues to non-technical users, collaborate effectively with team members, and coordinate with stakeholders to ensure smooth IT operations.

LEADERSHIP

Proven track record of leading complex IT projects, coordinating resources, and prioritizing critical tasks to deliver timely solutions while upholding **high standards of system reliability, cybersecurity, and operational excellence**.