

YUNQUE, LUCKY

SYSTEM ADMINISTRATOR

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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

2024 - 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.

2023 - 2024

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- 2023

Research 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**.