ROSANNO VILLACERAN LUMUBOS

Objective

Seeking a position in life to utilize my skills and abilities and achieve professional growth while being resourceful, innovative and flexible. To add valuable assets to your esteemed organization as an active member.

Work Experience

06/2022 – Nowadays

Accenture
App/Cloud Analyst

Project: Baptist Health South Florida

• **Server Vulnerability Remediation:** Identified, tracked, and remediated critical and high-risk vulnerabilities across Microsoft Windows Servers in both production and non-production environments.

• **Remote Server Access & Support:** Utilized **Citrix** for secure remote access and management of servers across multiple data centers.

• **Ticket Management:** Managed and tracked remediation efforts using **ServiceNow**, ensuring timely updates and resolution of assigned tasks.

• **Vulnerability Oversight:** Monitored and prioritized vulnerabilities through integrated platforms including **Confluence**, **ServiceNow**, and **Tanium**, ensuring adherence to security policies and SLAs.

• **Change Management:** Created and submitted **Change Requests** for system updates, patching, and configurations in accordance with ITIL best practices.

• **Team Coordination:** Assigned tickets and tasks to appropriate team members, monitored progress, and ensured effective communication within the remediation team.

• **Documentation & Reporting:** Maintained detailed remediation logs, procedural documentation.

• **Collaboration:** Worked closely with team and client project to ensure system integrity and minimal downtime during patching activities.

07/2021 - 05/2023

Delta P, Inc.
On Call IT Consultant

- Overseeing all Hardware and System Installation.
- Maintaining Existing System and Hardware's
- Administrating Sage 300 2019 system server
- Administrating Domain Controller
- Installing CCTV and Configuring
- Restrictions on Unnecessary Websites and Applications
- Maintaining of Firewall Pfsense and Configuration
- Developing upgrades for Computer Units and other hardware's
- Administrating Fileserver for the Company

Personal Information

Contact No.: +639660050486

Email: rosanno.lumubos20@gmail.com

Address: Brgy.Sta. Lourdes, Puerto Princesa City, Palawan

Nationality: Filipino

Birthday: October 21, 1994

Marital Status: Married

Religion: Roman Catholic

Height: 5'6

Weight: 61klg

Citizenship: Filipino

Skill

MICROSOFT OFFICE

Proficient in Microsoft Office Applications (Word, Excel PowerPoint Visio)

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NETWORK

Knowledgeable in Networking such as LAN's, WAN's, VPN's, ROUTER, FIREWALL, TCP/IP, DNS, Vlans.

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SYSTEMS / ADMINISTRATION

Geosoft, SAGE 300 2019, POS, OPERA, MICROS CONTROL, VM MACHINE, ACTIVE DIRECTORY, PF SENSE, Domain Controller, Active Directory, Windows Server, Linux Server.

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REMOTE ACCESS TOOLS

ASG Remote, ASG Desktop Secure, Vision App, Anydesk, TeamViewer.

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TICKETING TOOL

Service Now

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CLOUD COMPUTING SERVICES

Microsoft Azure, AWS, Cloud Server, Hosting Server, VPS.

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INSTALLATION AND TROUBLESHOOTING

Software and Hardware Installation/Troubleshooting.
CCTV Troubleshooting and Installation
Computer Troubleshooting, Diagnose and Repair.
Printer Troubleshooting

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PROGRAMMING LANGUAGES

HTML, CSS, PHP Database, and Visual Basic / Visual Studio.

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EDITING TOOL

Proficient in Adobe Photoshop.

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PERSONAL SKILL

Fast learner and can communicate very well with others
Patient, honest and hardworking
Analytic and problem-solving skills

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Sunlight Hotels & Resorts
IT Supervisor

- Managing IT Staff and Operation of the property.
- Install and Program DVR Recording units and CCTV analog type.
- Ensuring stable and reliable Internet Connection for all workstations for the property.
- Developing and overseeing the installation of systems, which include software and hardware.
- Performing tests and troubleshooting, as well as quality assurance.
- Implementing safety procedures and data recovery plans.
- Performing new PC setup, deployments, and hardware/software upgrades to existing computer equipment.
- Conducting remote troubleshooting.
- Developing Network Infrastructures setup
- Educate end users on basic software, hardware and peripheral device operation.
- Recording all technical issues and solutions in logs.
- Configuring Pfsense Firewall and Internet Management.
- Providing Layouts and Graphics for the Hotel.
- Providing all Signage's of the Hotel.

Sheridan Beach Resort & Spa
IT Support / Assistant

- Install hardware, software and device drivers on standalone computers
- Troubleshooting software and hardware user problems via phone and site visits.
- Install and troubleshoot computer networks issues: Cable Tracing, Network cable termination and crimping.
- Test computers peripherals, hardware and software to ensure that they are working appropriately.
- Upgrade software, patches and operating systems on a continuous basis.
- Install and configure monitors, keyboards and printers
- Install and Program DVR Recording units and CCTV analog type.
- Troubleshoot hardware and software problems.
- Act as a technical resource to assist users with resolving computer issues.

Character Reference

MELQUE CEDEC WAGWAG

IT Supervisor

HUE Hotel Puerto Princesa City, Palawan

09168826157

decdecwagwag@gmail.com

EDISON O. SALANDANAN

IT SUPPORT

Sheridan Boutique Hotel

09158090489

edison.salandanan07@gmail.com

RAYMOND SIASON

SENIOR IT SUPPORT

Hello Connect Inc.

09284710308

raymond.siason217@gmail.com

Education Attainment

Tertiary

Palawan State University

Brgy. Tiniguiban, Puerto Princesa City, Palawan

Bachelor of Science in Computer Science

Year graduated: 2016

Secondary

Holy Trinity University

Quezon Street, Puerto Princesa City, Palawan

Year graduated: 2012

Primary

Mateo Jagmis Elementary School

San Miguel, Princesa City, Palawan

Year graduated: 2008