



ADDRESS

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PERSONAL DATA

Nationality: Filipino
Birthday: December 23, 2000
Age: 23
Civil Status: Single

REFERENCES

Mareike Trautmann
Associate Manager - Global Social Media &
Privacy Support
Kenvue Inc.
<https://www.linkedin.com/in/mareikej/>

ARNOLD LUIGI G. QUIROS

EDUCATION

De La Salle University - Manila
2019-2024
Bachelor of Science in Information Technology – CGPA: 3.12

WORK EXPERIENCE

Kenvue Inc.
Systems and Social Media Support Intern
September 2023 – February 2024

Kenvue (NYSE:KVUE) originated from Johnson & Johnson (NYSE:JNJ)

Key responsibilities include, but are not limited to:

- Supported day-to-day system activities across GCC, optimizing processes and ensuring compliance with a focus on Sprinklr and other key systems.
- Contribute to the resolution of ServiceNow tickets and assist in closing them whenever feasible.
- Investigated and resolved incidents promptly, maintaining a streamlined operational environment.
- Managed key support tasks, overseeing reconciliation processes, and optimizing social account credentials.
- Conducted periodic reviews of Active Directory (AD) Groups for secure system access.
- Maintained comprehensive documentation following SOPs and WIs.
- Provided transparent status reports at meetings, showcasing effective communication skills.
- Adapted rapidly to evolving tasks, demonstrating proficiency in social media tools.

CERTIFICATIONS

- Operating System Basics – Cisco
- Networking Basics – Cisco
- Operating Systems and You: Becoming a Power User - Coursera
- Project Initiation: Starting a Successful Project – Coursera
- Foundations of Project Management – Coursera
- Google IT Support Certificate – Coursera/Google
- Bits and Bytes of Computer Networking – Coursera
- System Administration and IT Infrastructure Services – Coursera
- IT Security: Defense against the digital dark arts – Coursera
- Technical Support Fundamentals - Coursera

TECHNICAL SKILLS

- Linux (Ubuntu + Debian)
- Docker
- Computer Network Operations
- Technical Support
- Linux System Administration
- Windows System Administration
- IT Operations
- Computer Hardware + Maintenance
- Troubleshooting