



ROSTOM A. SIERVO

Information Technology/Web Developer

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OBJECTIVES

A highly motivated and detail-oriented Information Technology graduate (Cum Laude) major in Programming, with strong passion for Networking and Computer Troubleshooting. Seeking a challenging position where I can apply my skills in hardware and software support, network configuration, DNS and Active Directory management, and contribute to maintaining efficient IT systems while continuously developing my technical expertise and professional growth.

EDUCATION

UNIVERSITY OF EASTERN PHILIPPINES

BS Information Technology - Cumlaude
2020 - 2024

PAMBUJAN NATIONAL HIGH SCHOOL

SHS: TVL-ICT - With Honor
2018- 2020

BALNASAN NATIONAL HIGH SCHOOL

JSH: With Honor
2014- 2018

SAN RAMON ELEMENTARY SCHOOL

Salutatorian of class 2014
2006- 2014

SKILLS

- Python Programming
- Django Framework
- Gemini AI Integration
- Communication
- Network Configuration
- Hardware & Software Troubleshooting
- UI & UX Designer
- HTML & CSS
- DRF API
- Computer repair & maintenance
- Docker
- Network Troubleshooting

WORK EXPERIENCE

TECHNICAL SUPPORT ENGINEER

2024-PRESENT

Total Information Management Corporation

Provide technical assistance and support to end users across hardware, software, and network systems to ensure optimal IT operations and user satisfaction.

- Diagnose and resolve hardware and software issues for desktops, laptops, and peripherals.
- Manage and configure network devices including routers, switches, and access points.
- Handle DNS, DHCP, and Active Directory (AD) management for user accounts and permissions.
- Utilize ticketing systems to track, prioritize, and resolve user-reported technical issues efficiently.
- Collaborate with cross-functional teams to maintain network stability and improve system performance.

TECH SUPPORT - INTERN

2024

UEP MIS Admin

Provided technical assistance and network support within the university's Management Information System department to ensure smooth IT operations.

- Assisted in diagnosing and resolving hardware and software issues for staff and faculty.
- Supported network maintenance, configuration, and troubleshooting of connectivity issues.
- Helped manage user accounts, passwords, and permissions through Active Directory.
- Participated in system updates, backups, and IT documentation tasks.
- Developed hands-on experience in technical support, networking, and system administration.

8.3 Computer Technology, Catarman

Assisted in daily office and technical operations while providing front-line support to clients and staff.

- Greeted and assisted clients with inquiries and service requests in a professional manner.
- Supported technicians in basic computer troubleshooting and software installation.
- Helped maintain inventory of computer components and office supplies.
- Organized client records, job orders, and service documentation for efficient workflow.
- Gained hands-on experience in technical support and customer service within an IT environment.

ACHIEVEMENTS & PROFESSIONAL CERTIFICATES

Computer System Servicing (CSS) NC II

TESDA Certification:

Certified for proficiency in assembling, configuring, and troubleshooting computer systems and networks.

Python for Beginner / Intermediate

Online Course Completion:

Developed programming skills in Python, focusing on logic building, problem-solving, and data handling.

Oracle Cloud Infrastructure 2025 Certified DevOps Professional

Oracle Professional Certification:

Validated expertise in implementing CI/CD pipelines, automation, and cloud deployment using OCI tools.

Oracle Cloud Infrastructure 2025 Certified Networking Professional

Oracle Professional Certification:

Demonstrated advanced knowledge in cloud networking, routing, and secure network architecture within OCI.

Oracle Cloud Infrastructure 2025 Certified Foundations Associate

Oracle Associate Certification:

Established understanding of core OCI services, cloud concepts, and architectural principles.

Oracle Cloud Infrastructure 2025 Certified Developer Professional

Oracle Professional Certification:

Recognized for proficiency in developing, deploying, and debugging applications on Oracle Cloud.

Oracle Cloud Infrastructure 2025 Migration Architect Certified Professional

Oracle Associate Certification:

Certified in designing and executing complex cloud migration strategies and solutions in OCI.

Oracle Database@AWS Certified Architect Professional

Oracle Associate Certification:

Validated ability to architect, migrate, and optimize Oracle Databases in AWS cloud environments.

REFERENCE

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