

Aivan Karlo Geronimo

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https://avnkrlo.github.io/react_portfolio/

WORK & RELEVANT EXPERIENCE

Concierge

Khidmah – Sole Proprietorship L.L.C

Abu Dhabi, UAE

May 2025 – Present

- Managed digital visitor management system for controlled access and documented system issues.
- Logged minor support requests and escalated building system malfunctions.
- Contributed to smooth operations by coordinating with different building teams to ensure high satisfactory rate of building residents.

Software Engineer

CCK City Network, Inc.

Pasig, Philippines

Jan 2023 – Oct 2024

- Collaborated with a small development team to complete an internal **Inventory Management System**, taking over responsibilities after the original lead developer resigned.
- Developed a student management system for Manila-Japanese School (MJS), enabling staff to efficiently:
 - Filter and manage student data by course enrollment, academic performance, and payment status.
- Built a desktop application using C# (.NET) with core CRUD functionality, including:
 - File upload, data viewing, updating, searching, and exporting and **barcode scanner integration** to automatically retrieve and display system records, improving data lookup efficiency.

L1 Enterprise Support Engineer

Converge ICT Solutions, Inc. – (Hybrid)

Pasig, Philippines

Oct 2021 – Jan 2023

- Created and responded to 50–100 service requests daily for internet connectivity issues.
- Accurately logged incidents with attached photos of monitoring taken and escalated to proper team via OTRS and Viber if customer issue persists.
- Communicated emergency outages full details to affected clients including actions taken by field engineers and estimated time of restoration.
- Collaborated with field engineers and NOC to restore services, reducing downtime by 25%.

- Assisting clients through the standard documented troubleshooting procedure, improving first-call resolution rates.

EDUCATION

Bachelor of Science in Information Technology

Antipolo City, Philippines

Our Lady of Fatima University

Mar 2015 – Mar 2020

PROJECTS

HRIS (Human Resources Information System)— *Status: Ongoing*

Tech Stack: Laravel · PHP · JavaScript · jQuery · Alpine.js · AJAX · MariaDB

- Developing an internal Human Resources Information System (HRIS) using Laravel and MariaDB to manage employee records, attendance, and HR workflows, with a dynamic, JavaScript-driven interface (jQuery & Alpine.js) and AJAX-based interactions for real-time data updates without page reloads.

TECHNICAL & BUSINESS PROFICIENCIES

Technical: Windows 10/11, OTRS, SolarWinds, MRTG, Slack, AnyDesk, Backlog, Desktop/Printer, HTML, CSS, JavaScript, React, Vue, PHP, Laravel, MySQL, GitHub

Business: Helpdesk Support, Customer Support, SLA Compliance, End-user Training