RYAN D. CODIZAL

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Bagumbayan Taguig City
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Objectives

To be able to work in a field that will enable me to perform what I possessed and experience new challenges at work that will enhance my personality, improve my ability and become a competitive person possessing world class character.

Personal Data

Date of Birth	March 24,1997
Citizenship	Filipino
Sex	Male
Civil Status	Single
Religion	Roman Catholic

Educational Attainment

Tertiary	**Rizal Technological University**
	Boni Avenue, Mandaluyong City
	BS in Information and Communication Technology
	2013 – 2019
Secondary	**Monlimar Development Academy**
	#317 M.L Quezon Avenue, Lower Bicutan Taguig City
	2009 – 2013
Elementary	**C.P Sta. Teresa Elementary School**
	Bagumbayan, Taguig City
	2003 – 2009

Work Experience

Incident Management Officer III (January 2020 – September 2020)

W-Tech Solutions (Ecoplaza Building, 5th Floor, 2305 Don Chino Roces Avenue, Ext, Makati, 1231 Metro Manila)

Duties & Responsibilities :

- Handles escalation (Minor, Major/Critical Incidents).
- QA every incident ticket that has been closed.
- Create Incident Report for Major/Critical Incidents.
- Responsible for assigning incidents within a group or division.
- Determines if an incident needs to be escalated according to priority and severity of the issue.
- Monitor the Incidents and manage workload in their respective queues to ensure that Service Level Agreement are respected.
- Identify potential problems and/or increasing trend of repetitive Incidents.
- Assign unresolved incidents to appropriate Support Group.
- Ensure that Incidents assigned to their Support Groups are resolved and that service is restored.
- Associate Incidents with other records (i.e. Incidents, Changes, Problems, Service Request & Problem Management).
- Log all Incident/Service Request details, allocating categorization and prioritization codes.

Skills

- Knowledge in Macro VBA (Excel)
- Basic Programming
  - Visual Basic V6.0, VB.Net
- Knowledge in Creating Website
  - HTML , CSS , JavaScript
  *Framework
  -jQuery & Bootstrap
  *CMS
  -WordPress
- Knowledge in Network Management
- Knowledge in Server Configuration Management
- Capable of using Cisco Packet Tracer & Virtual Machine Box

Certification

- **TESDA NC II** - Computer System Servicing (CSS), 2018