Contact

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www.facebook.com/onin21.palanca
(Personal)

Top Skills

Microsoft 365
Spanish
Networking

Rhalp Palanca

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Madrid, Community of Madrid, Spain

Experience

Safeguard Global
Service Desk Analyst
May 2024 - Present (10 months)
Madrid, Community of Madrid, Spain

Mariwasa Siam Ceramics Inc.
Machine Learning Intern
March 2021 - June 2021 (4 months)
Philippines

Developed an AI model that automatically detects 4% of possible defective
ceramic tiles, contributing to increased production efficiency.
Trained the AI model using a dataset of 5,000 ceramic tiles, enabling it to
effectively identify and classify potential defects with a precision of 96%.
Designed a graphical user interface that accurately identifies the number of
defective ceramic tiles,
leading to improvement in the overall quality control process. The interface
successfully detected defects in 9 out of 10 ceramic tiles.

ResultsCX
Information Technology Trainee
August 2013 - October 2013 (3 months)
Philippines

Played a key role in the IT team's efforts to deploy 250 numbers of desktop
computers in the production area, facilitating smooth operations at the new
branch.
Assisted production agent resetting VoIP password and replaced defective
desktop computers for re-imaging using Ghost Cloning saving an average of
2 hours per computer replacement, resulting in a total time saving of 20 hours
per week.

Education

Technological Institute of the Philippines

Bachelor of Science and Computer Engineering , Computer Engineering · (October 2013 - June 2021)

Escuela Popular de Prosperidad

Spanish A1, Spanish Language and Literature · (February 2023 - June 2023)

ACLC College

Associate's degree, Computer Technology/Computer Systems Technology · (March 2011 - October 2013)

Escuela Oficial de Idiomas

Spanish Language and Literature · (February 2024 - June 2024)