

# TWINKLE GENON

● Antipolo City, Rizal ● 09208994375 ● twinklegenon7@gmail.com  
● <https://www.linkedin.com/in/twinkle-genon/>

## EDUCATION

---

### AMAZON WEB SERVICES (AWS) RE/START PROGRAM

Jul 2024 - Oct 2024

- Hands-on Knowledge on different AWS services (Amazon EC2, S3, RDS, DynamoDB, VPC, CloudWatch, SNS, Route53, Lambda)

### TECHNOLOGICAL INSTITUTE OF THE PHILIPPINES - QUEZON CITY

2020 - 2024

*Bachelor of Science in Computer Engineering*

- President Lister (1x), VPAA lister (3x), Dean Lister (2x)
- System Administration Track, TCP/IP & OSI Layer, Switching and Routing, Linux, Ansible
- Participated at APJC NetAcad Riders 2024 competition, ICpEp – QC, Microsoft Student Community

### TECHNOLOGICAL INSTITUTE OF THE PHILIPPINES - QUEZON CITY

2018 - 2020

*Science, Technology, Engineering, and Mathematics (STEM)*

- With Honors (Grade 11 and 12)

## WORK EXPERIENCE

---

### SERVICE DESK ADVISOR, Full-Time

Aug 2024 - Present

*Phil-Data Business Systems Inc.*

- Troubleshooting Hardware (Desktops) & Software, Service Desk Plus, ITIL Framework, Service Level Agreements (SLAs), Remote Support (AnyDesk), Customer Service, Documentation

### TECHNICAL SUPPORT ENGINEER, Internship

Feb 2024 - May 2024

*Equitable Computer Services Inc.*

- Skills acquired: Linux server configuration, MS Visio, Device Hardening, Support Tickets (ManageEngine), User Documentation, Active Directory, Data Center Monitoring, Network Troubleshooting, Remote Desktop Connection.

## COURSES / CERTIFICATIONS

---

### CISCO NETWORKING ACADEMY

- Devnet Associate | Jan 2024
- CCNA: Enterprise Networking, Security, and Automation | December 202
- SkillsForAll: Network Defense | October 2023
- SkillsForAll: Endpoint Security | October 2023
- Partner: Cloud Security | October 2023
- Cybersecurity Essentials | September 2023
- NDG Linux Essentials | July 2023
- CCNA: Switching, Routing, and Wireless Essential | January 2023
- CCNA: Introduction to Networks | October 2022

### GOOGLE

- Google IT Support Professional Certification (DICT scholarship) | July 2023
- Google Data Analytics Professional Certification (DICT scholarship) | August 2023

### FORTINET

- Fortinet Certified Fundamentals in Cybersecurity | July 2024

## SEMINAR/WEBINAR ATTENDED

---

- AWS Community Day Philippines 2024 : Synergy: Empowering Cloud Innovators

- Augmented Reality 2.0: Where Reality Meets Imagination | March 22, 2023
- UI-UX Mastery: Unlocking the Power of User-Centered Design | March 17, 2023
- Cybersecurity: "Ethical Hacking – Vulnerability Assessment and Penetration Testing" | March 04, 2023
- Build an AI: An Introduction to Artificial Intelligence Webinar | October 20, 2021

## **SKILLS**

---

- Amazon EC2, S3, RDS, DynamoDB, VPC, CloudWatch, SNS, Route53, Lambda
- Linux Commands and Configurations (Ansible)
- Programming: HTML+CSS, Python, C, C++, C# for Unity, SQL
- Mobile and Web Development (MERN stack, React Native, Firebase, Postman, Git, GitHub)
- Microsoft Office (Visio, Excel, PowerPoint, Word) and DICT certified in Google Workspace (Google Gmail, Meet, Docs, Sheets, Slides, Calendar, Drive)
- Proficient in computer literacy and device troubleshooting