

Francis Jay D. Rotol

Technical Staff / IT Tech-Support

Contact Information

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Professional Summary

Dedicated and diligent IT professional with experience in theme park IT operations, technical support, and structured cabling projects. Skilled in hardware troubleshooting, network installation, and system administration. Proven ability to work under pressure, solve problems effectively, and provide excellent technical support to ensure smooth IT operations. Knowledgeable in managing FIIX CMMS, maintaining Fortinet firewalls, and performing remote troubleshooting using AnyDesk and VNC.

Education

Holy Trinity Academy of Loay - ICT (2015–2021)

CITE Technical Institute, Inc. - Diploma in Computer Engineering Technology (2021–2024)

Work Experience

- Technical Staff – Telcom One Development Corp (June 23, 2025 – Present)
 - Performed TDR testing for structured cabling to ensure connectivity integrity.
 - Conducted port mapping for network infrastructure documentation.
 - Operated fusion splicing machines for fiber optic cable installations.
 - Basic knowledge in setting up conference speakers and microphones for meetings.
 - Installed and maintained ITC and SPON speakers including software integration.
 - Served as Lead Man on assigned sites, overseeing installation and troubleshooting tasks.
 - Terminated Keystone jacks for structured network cabling.
 - Basic knowledge in door access system installation and configuration.
- IT Staff – Anjorworld Global Sourcing Inc. (July 2024 – May 2025)
 - Provided IT support in theme park operations.
 - Installed and maintained CCTV cameras.
 - Troubleshoot and repaired hardware issues.
 - Managed UTAK and Retailware back office systems.
 - Administered VMware server operations.
 - Configured and maintained Fortigate firewalls.

- Managed website updates and network devices.
- Used FIIX CMMS for maintenance scheduling and asset management.
- Performed remote troubleshooting using AnyDesk and VNC.
- Installed and configured networks using OC300 Omada Controller.
- On-the-Job Training – Anjorworld Global Sourcing Inc. (March 2023 – June 2024)
 - Assisted in IT support and maintenance tasks.
 - Installed and maintained CCTV systems.
 - Supported UTAK and Retailware back office systems.
 - Performed hardware troubleshooting and repairs.
 - Gained experience in network administration and IT system operations.
- IT Technician – Network Infrastructure Project (Loay, Bohol – May 2025)
 - Installed and configured Windows Server 2022 for business operations.
 - Set up Active Directory for user account management and authentication.
 - Implemented File Server for secure company data storage.
 - Designed scalable network topology for small business needs.
 - Provided documentation and staff orientation for handover and maintenance.

Skills

- Technical Support & Troubleshooting
- Hardware Installation & Maintenance
- Network Device Installation & Administration
- VMware & Firewall System Administration
- FIIX CMMS Asset Management
- Remote IT Support (AnyDesk, VNC)
- OC300 Omada Controller Network Setup
- Basic Door Access System Installation
- Leadership & Problem-Solving
- Office Applications & Documentation

Certifications

- CCNAv7: Switching, Routing, and Wireless Essentials (Oct 2022)
- NC II EPAS (Sep 2022)
- NC II CSS (Aug 2022)
- CompTIA Network+ (N10-009) Crash Course (2024)

Personal Information

Date of Birth: December 28, 2002

Civil Status: Single

Age: 22 years old