KENNETH ROQUE

WA: +6584079173

Mobile: +6585029124

rolevalar@gmail.com

Bukit Batok, Singapore

https://kennethroqie.github.io/PersonalWebsite/

SUMMARY

Innovative and results-oriented IT professional with a strong technical foundation and a passion for leveraging technology to improve systems, solve problems, and drive progress. Known for a quick learning curve, adaptability in fast-changing environments, and a collaborative mindset. Brings a proactive approach to continuous learning and a strong desire to contribute to impactful tech projects from day one.

EDUCATION

Don Honorio Ventura State University, Pampanga, Philippines

- Bachelor of Science in Information Technology
  June 2021 - August 2025

SKILLS

- HTMLCSS
- Javascript
- PHP
- C++
- C#
- Visual Basic
- Java
- SQL
- Software Development
- Web Development
- Python
- MSSQL
- MYSQL
- Nodejs
- Vuejs
- .NET
- User support
- Network /Firewalls/ INFRA Security
- Hardware/Device /AV
- Autodesk Remote Access
- CCTV
- Window Server/ Office 365/ Active Directory

Internship

IT Infra Operations Engineer Intern | Department of Education | Philippines | December 2024 - March 2025

- Helped deploy Google Workspace for Education and Microsoft Teams to support remote learning and teacher collaboration.
- Provided remote troubleshooting for reported device issues (hardware/software) using Autodesk Remote Access, reducing downtime and improving response time.
- Contributed to improving workflow by supporting data management and system updates
- Handled IT procurement tasks, including coordinating with vendors for equipment, preparing purchase requests, and ensuring timely delivery of hardware/software needed by schools.
- Installed new ICT laboratories in public schools, including setting up desktops, networking equipment, and printers, while ensuring proper system configurations.
- Assisted in network setup and basic administration (LAN/WAN, IP addressing, Wi-Fi configuration, VPN support), ensuring secure and reliable school connectivity.
- Gained hands-on exposure to IT infrastructure operations, including system monitoring, backup procedures, and understanding IT service delivery aligned with ITIL best practices.

ACCOMPLISHMENTS

- 3x Director's List Honoree (2021,2022,2024)
- Completed over 480 internship hours
- Recognized for collaboration and IT support excellence
- Best in Research and Best Presenter (Final Project)

WORK EXPERIENCE

Audio Transcription | Appen | Philippines | January 2020 - March 2020

- Increased client satisfaction by providing timely and accurate transcriptions for various industries.
- Delivered accurate transcripts using audio processing tools.
- Collaborated effectively with team members to produce high-quality transcriptions for complex projects.

IT Support Engineer | M.S. Mallari Construction | Philippines | August 2023 - August 2025

- Delivered frontline IT support for 200+ office staff, resolving issues on desktops, laptops, printers, and mobile devices to ensure smooth daily operations.
- Maintained OS/software updates, patches and end point security tools, reducing vulnerabilities and aligning with cybersecurity best practices
- Assisted in system configurations, software deployments, and basic server maintenance, ensuring compliance with company IT policies.
- Monitored and troubleshoot LAN/WAN, VPN connectivity, and network switches, minimizing downtime and improving network performance.
- Supported office staff with technical training and guidance on new systems and applications.
- Gained exposure to Active Directory user account management, email setup, antivirus/security tools, and data backup procedures.
- Supported hardware and peripheral maintenance, including preventive servicing and replacement planning.
- Provided technical training and guidance to end users on new tools and applications, improving digital adoption and productivity.
- Gained exposure to cloud technologies (Microsoft Azure, Google Workspace) backup solutions, and basic IT asset management practices.
- Implemented basic IT security measures (multi-factor authentication, access rights management, antivirus monitoring) contributing to improved data protection and compliance

PROJECTS

Library Managements System (C++)

- Created an extensive C++ library management system to effectively handle the collection's books. Functionality for managing users, monitoring books, and loaning and returning books have been implemented. Made use of object-oriented programming concepts to guarantee the system's scalability and maintainability.

Inventory Management System (Visual Basic .NET)

- Designed and implemented an Inventory Management System using Visual Basic. Developed intuitive user interfaces for inventory tracking and reporting. Implemented features for real-time inventory updates.

Personal Website Portfolio (Html/CSS, Javascript)

- Designed and developed a personal website portfolio showcasing professional skills, projects, and achievements.

Web-Based Internship Portal (Node.js, Vue.js) https://ojtracker.vercel.app/

- Collaborated with a team to build an internship portal for DHVSU students and employers. Designed and implemented a web-based platform using modern web development technologies. Developed features for student registration, internship postings, application submission, one account one device, time rendering and verification.

References

Yunalesca Bravo - HR at M.S. Mallari Constr.

✉ yunalescabravo16@gmail.com

📞 +63 930 086 4881

Cristian Vincent Paule - Colleague - Web
Developer Freelancer

✉ cristianpaule04@gmail.com

📞 +63 905 300 5985

Alf Lenon - HR at Department of Education

✉ alflenon24@gmail.com

📞 +63 951 071 8518