

# WILSON RIVERA

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[khyn09.github.io/wrivera](https://github.com/khyn09/wrivera)

## Experience

RGS Recovery Management and Collection Services, Inc. – Quezon City

July 15, 2022 – Present

Admin Support

- Reimbursement riders gas allowance.
- Compilation of team documents such as billing and certificate.
- In charge of the overall reports that come from the bank or the client.
- Endorsing Accounts for Demand Letters, SMS, and Emails Blasting.
- Consolidates employee’s attendances and generate their weekly and semi record for payroll purposes.
- Monitoring Field negotiator PTP accounts.
- Ensures accurate computation of commission
- Monitoring for daily amount collected.
- In charge to supervise Field Collectors.
- Managing master file from the client.

Municipality of San Mateo, Rizal – San Mateo, Rizal

February 2019 – July 2022

IT Technician

- Maintained office PCs, networks devices.
- Monitored systems in operation and quickly troubleshoot errors
- Recommended new and replacement hardware and software purchases.
- Providing desktop support and management to all offices. Installing and configuring computer hardware, software, systems printer and scanner
- To ensure correctly entered information data in the system.
- Reviewed validation output and performed specified manual checks on data to evaluate consistency and completeness.
- Prepared source data for computer entry by compiling and sorting information
- Install and configure computer systems, diagnose hardware and
- Software faults and solve technical and application problems.

## Education & Certifications

ICCT Colleges Foundation, Inc.

2021 – 2023

Bachelor of Science in Information Technology  
Undergraduate

Google Data Analytics

June 2023

Foundation: Data, Data, Everywhere

Google IT Support

January 2023

Technical Support Fundamentals  
The Bits and Bytes of Computer Networking

Skills	Technical Skill
<ul style="list-style-type: none"><li>• Data Management</li><li>• Business Processing</li><li>• Problem-Solving</li><li>• Leadership</li><li>• Multi-Tasking</li><li>• Analytical</li><li>• Adaptability</li><li>• Google Workspace / Microsoft</li></ul>	<ul style="list-style-type: none"><li>• Hardware Installation and Maintenance</li><li>• Software Installation and Configuration</li><li>• Network Troubleshooting</li><li>• Data Backup and Recovery</li><li>• Remote Application</li><li>• Knowledgeable in Canva</li><li>• Basic knowledge in Tableau (Data Visualization)</li><li>• Knowledgeable in creating templates in Excel (Financial, Reports, Monitoring, Payroll)</li></ul>