

# Michael Ryan Respicio

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## EXPERIENCE

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### Information Technology Engineer

September 2023 – Present

*Create MSP Technology LLC*

*JLT, DXB*

- Maintain virtual host server and virtual machines using Hyper-V for backup and updates
- Handled and maintain Windows Server from version 2012 until version 2019 for backup and updates
- Maintain Hikvision and Ubiquiti CCTV to check playback, backup and updates
- Maintain Unifi controller to update network switch and access points and, to adopt new access points
- In-charge of coordination for on-going IT-related projects of the clients
- Assess and troubleshoot Microsoft 365 user issues for multiple clients
- Provided multiple improved How-to guides in our knowledge base for Microsoft 365 issues
- Support end users to their IT issues both through on-site and remote session
- Attend calls for customers' IT concerns and inquiries

### Information Technology Support

June 2021 – Aug. 2023

*Majestic City Retreat Hotel*

*Bur Dubai, DXB*

- Implemented TicketDesk, a ticketing system for IT requests sent by all staff
- Assisted in upgrading the network switches and access points through network configuration of the entire Hotel
- Proposed an upgrade plan for the network infrastructure of Hotel
- In-charge of coordination with the account manager in Etisalat for internet escalation and requests
- Assess and troubleshoot computer problems brought by administration
- Maintain fingerprint access, ZKTeco device connected to Biostar 1, to add/remove users and backing up data
- Maintain network infrastructure for guest network
- Maintain upkeep of computers, printers, POS, and other IT devices in Hotel
- Maintain Google Workspace account for emails, storage and applications
- Proposed an upgrade plan for the network infrastructure of Hotel

### Internship

Jan. 2018 – Mar 2018

*Diwa Learning Systems Inc.*

*Makati, PH*

- Provided maintenance for their web application
- Supported in the alpha testing of the VR System project implementation
- Gathered data inputs for VR System project implementation
- Conducted an immersed experiment of the VR style for testing

## PROJECTS

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### XBD File Structure | *Active Directory, Teracopy*

Nov 2023 – Nov 2023

- Coordinated with point-of-contact to gather requirements for the project
- Created an action plan including users, security group and policies to create a timeline
- Implemented the file structure, updating the user group policy and assigning to all folders
- Moving all the files using teracopy to ensure the files not being lost
- Supported the follow-up request upon finishing the project

### USG Database Management Systems | *Python, MySQL, Docker*

June 2018 – Aug. 2018

- Developed a detailed structure for database to include all organizations, items and users via MySQL
- Assisted in the front-end framework of the DBMS application

## EDUCATION

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### De La Salle University

Manila, PH

*Bachelor of Arts in Computer Science, Major in Software Technology*

*Aug. 2015 – Feb 2020*

## TECHNICAL SKILLS

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**Tenant:** Microsoft 365, Google

**Devices:** Unifi, Fortinet, Sonicwall, ZKTeco, Avaya

**Applications:** Synology NAS, Hyper-V, Avaya IP Telephony, Unifi, HikVision, Ubiquiti, Opera, Micros

**Programming Languages:** Java, Python, C/C++, SQL (MySQL) HTML/CSS, R