

# Neil Diamond O. Rosete

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San Miguel, Tarlac, PH

## EDUCATION

**Tarlac State University**  
*Bachelor of Science in Information Technology Specialized in Web and Mobile Application*  
**Honors:** Cum Laude

August 2020 – July 2024  
Tarlac City

### Relevant coursework:

- Object-Oriented Programming** – Designed and developed a Java-based inventory system.
- Web Development** – Built a fully functional e-commerce website.
- Game Development** – Created a 2D mobile game using Unity for a capstone project.
- UI/UX Design** – Developed interactive prototypes using Figma for various app concepts.

## WORK EXPERIENCE

**Freelance**  
*Virtual Assistant*

June 2023 – July 2025  
Tarlac City

- Designed visual content and managed post scheduling across multiple social media platforms.
- Researched and identified potential influencers for brand partnerships; coordinated product seeding to promote company offerings.

**Foundever**  
*Technical Support*

September 16, 2024 – May 21, 2025  
Tarlac City

- Provided timely, professional support via chat and phone to resolve customer concerns.
- Troubleshooted technical issues related to financial platforms, accounts, and transactions.
- Provided step-by-step solutions and clear instructions for customers to resolve their concerns.
- Escalated complex cases to higher-level support teams when necessary while ensuring a smooth handover.
- Documented all interactions accurately and ensured follow-ups for complete resolution.
- Contributed to consistently high customer satisfaction ratings.

**Oikos Technologies**  
*IT Intern, Academic Internship*

March 2024 – May 2024  
Quezon City

- Designed multiple flowcharts for multiple projects.
- Helped with the front-end development to make the projects' UI visually appealing.
- Contributed to the overall web development of an attendance system designed for an educational institution.

**Kayukazee**  
*IT Support, Work Immersion*

October 2019 – November 2019  
Tarlac City

- Delivered in-person IT support by resolving customer inquiries, providing clear technical solutions, and managing installation, configuration, and maintenance of hardware, software, and peripherals; performed regular system checks and promptly escalated complex issues.

## SKILLS & INTERESTS

- Technical Skills:** IT Troubleshooting & Support, Hardware & Peripheral Installation, Software Installation & Configuration, Network Setup & Maintenance, System Updates & Optimization, Data Backup & Recovery, Web Development (HTML, CSS, TypeScript, JavaScript, React, Tailwind, Vite), Social Media Management, Technical Documentation
- Applications:** Visual Studio Code, Figma, Canva, Salesforce, QuickBooks, Microsoft Office Suite, Google Workspace, Slack, Trello, HeyOrca, Git/GitHub, Zoom, Remote Desktop Tools (TeamViewer, AnyDesk)

## CERTIFICATIONS

- National Certificate II in Computer Systems Servicing 2020
- CISCO CCNAV7 - Introduction to networks
- CISCO CCNAv7: Switching, Routing, and Wireless Essentials
- Digital Literacy Training Excel Techniques for Data Analysis
- DigiTalino: Defending Truth, Privacy, and Information Integrity