09612442809
orlydadulla29@gmail.com
Caloocan City, Philippines
www.linkedin.com/in/orly-dadulla-a947ba190

ORLY DADULLA

PROFILE

An aspiring web developer currently working as a Remote Desktop Support Engineer. Even though he's currently on a non-developer role, he is still very eager and looking forward to be a web developer.

LANGUAGE

- Filipino (Native)
- English

SKILLS

- Programming
  - HTML
  - CSS
  - Bootstrap
  - JavaScript

- Software and Hardware Troubleshooting
- Incident Management
- Networking (Basic)

WORK EXPERIENCE

Remote Desktop Support Engineer *(IT Operations Associate)*
Accenture Inc,
2021-Present
- Addressing user ticket regarding hardware, software and network issues.
- Conduct remote troubleshooting.
- Help create technical documentation and manuals.

Training Administrator *(Business Process Delivery Associate)*
Accenture Inc,
2017–2021
Performs administrative tasks such as:
- Managing the training logistics *(classroom, training materials, mailers)*
- First level troubleshooting to training machines.
- LMS Administration *(creating course IDs, managing system registrations and completion, PQM)*

IT Administrator
Transcom Worldwide Inc,
Internship
- Installation and configuration of various OS (Windows/Linux) depending on client/project needs.
- Uses Internal Ticket Management System and help resolves lower employee needs
- Workstation troubleshooting physically or Remote Desktop
- Deployment of machines, peripherals etc.,

EDUCATION

Asian Institute of Computer Studies (Commonwealth)
2012-2017
- Bachelor of Science in Computer Engineering
  Thesis: Microcontroller-based Home Security System
- Computer Technology *(Academic Excellence Awardee)*

CERTIFICATES AND TRAINING

- **CISCO Networking Academy Certificate 1-4**
  (Cisco Networking Academy – Network Fundamentals, Routing Protocols and Concept, Lan switching and Wireless)

- **Web Development Bootcamp – Zuitt Co.**
  (Front-end, Back-end, and Full-stack Web Development)

  Online Portfolio: https://orlydadulla.github.io/Orly./