



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
- Computer Troubleshooting
- 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 – Zuiit**
(Front-end, Back-end, and Full-stack Web Development)