

# REY-ANN RONGAVILLA

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## SUMMARY

Recent BSIT graduate with hands-on experience in IT infrastructure support, system monitoring, and troubleshooting. Skilled in Windows OS administration, SQL, computer setup, and network configuration. Adept at resolving technical issues, documenting processes, and collaborating in team environments to improve operational efficiency. Eager to contribute to mainframe operations support by applying strong problem-solving, adaptability, and continuous learning in a fast-paced IT setting.

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## WORK EXPERIENCE

**University of Cabuyao - Management Information System Dept.**

**Cabuyao City, Laguna**

**Technical Support Intern**

**Jan 2025- April 2025**

- Monitored and maintained performance of 50+ lab computers and peripheral devices.
  - Resolved 15+ daily issues, improving uptime and productivity.
  - Installed, configured, and standardized setups, reducing reconfiguration time by 30%.
  - Conducted preventive maintenance, cutting downtime by 20%.
  - Prepared documentation and reports, improving knowledge sharing.
  - Collaborated with IT team to upgrade 6 computer labs.
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## EDUCATION

**Bachelor of Science in Information Technology**

**2021-2025**

University of Cabuyao – Pamantasan ng Cabuyao

**Information and Communication Technology (ICT) Strand**

**2019-2021**

St. Ignatius Academy - Cabuyao Campus

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## SKILLS

### Technical Skills:

- System Monitoring & Troubleshooting (Windows OS)
- Network Setup & Troubleshooting (LAN/WAN)
- Router, Switch & Access Point Configuration
- SQL & Basic Server Administration
- Computer Hardware & Software Installation
- Preventive Maintenance & Technical Support
- Documentation, Reporting & Knowledge Base Updates
- Microsoft Office Suite (Excel, Word, PowerPoint)

### Soft Skills:

- Strong Communication & Documentation
  - Team Collaboration & Independent Work
  - Time Management & Multitasking
  - Adaptability & Proactive Attitude
  - Problem-Solving & Critical Thinking
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## CERTIFICATIONS

**Google Analytics by Google Skillshop**

Certificate ID: 140912621  
Expiry Date: April 24, 2026

**Python Data Associate by Datacamp**

Certificate ID: PDA0011846898662  
Expiry Date: April 25, 2027

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## REFERENCES

**ARCELITO QUIATCHON**

Department Chair – University of Cabuyao  
acquiatchon@pnc.edu.ph

**JOCELYN G. LLANDERAL, MIT**

Instructor III – City College of Calamba  
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