

Rolando Tactay

IT Professional

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IT professional with 10+ years of experience in computer hardware, infrastructure, and software development. Specialized in financial systems, database, software development/deployment and cloud infrastructure. Proven ability to streamline processes and solve complex technical challenges. Committed to continuous learning and growth, actively seeking opportunities to expand technical skills and contribute to innovative solutions.

SKILLS

- Docker/Kubernetes
- Linux / Windows
- Python
- Virtualization/Containers
- TrueNas/Proxmox
- Powershell/Bash
- Network/VPN
- CI/CD
- Git & Github/Forgejo
- Azure/O365/AWS
- Automation
- Terraform/Ansible

WORK HISTORY

Algorithmx (Start-up US Based)

Technology Engineer | 2023 - Present

Developer Hat

- Collaborate with project managers to translate client requirements into technical solutions
- Partner with development team to deliver projects according to agreed specifications
- Create and maintain technical documentation, including deployment strategies and system guides
- Contribute to codebase while ensuring quality and maintainability standards

System Administrator Hat

- Manage virtualized infrastructure using Proxmox hypervisors and VM orchestration
- Automate system provisioning and configuration management with Terraform and Ansible
- Handle engineer lifecycle management - from onboarding new team members to secure offboarding processes
- Oversee network administration, user management, and development environment setup
- Implement secure password and secrets management practices across systems

DevOps Hat 🚀

- Work directly with CEO to design and implement CI/CD pipelines for both internal tools and client projects
- Research and evaluate emerging technologies to keep the company at the cutting edge
- Lead self-hosting initiatives and cloud technology adoption strategies
- Focus on containerization strategies and Kubernetes orchestration for scalable deployments
- Drive infrastructure-as-code practices and cloud-native solutions

Application Engineer Hazeltree - L1 | 2022 - 2023

Systems/Tools:

- MS SQL, Python, C#, XML, PowerShell, HTML, Javascript
- Applications: Hazeltree 11x+, Tidal Scheduler, Microsoft Excel (Advanced), Web Applications
- Systems: Windows Server 2008+, Database Administration, Web Browser Troubleshooting
- Financial Systems: Treasury Operations, Collateral Management, Cash Management

Key Achievements:

- Led Level 2 support for critical Hazeltree financial software, troubleshooting collateral, cash management, and reconciliation modules while coordinating with vendor support teams.
- Process Automation: Built automated workflows using Tidal Scheduler, reducing manual work and improving efficiency across financial operations.
- Database Optimization: Performed MS SQL diagnostics to fix data issues, working with DBAs to implement performance improvements.
- Systems Integration: Created Excel/VBA solutions for data integration between systems, improving reporting accuracy.
- Incident Management & Client Relations:
- Crisis Management: Managed system outages as Incident Manager, coordinating teams and communications to minimize business impact.
- Client Implementation: Continuously onboarded enterprise clients to Hazeltree platform with configuration, user setup, and technical guidance.
- Solution Architecture: Solved complex technical challenges for Treasury operations, working with development teams to deliver scalable solutions.
- Knowledge Management: Created technical documentation and process guides that improved team efficiency and reduced resolution times.
- Strategic Innovation: Identified system gaps and worked with development teams to prioritize improvements based on business needs.

Service Desk Engineer - L1 | 2021-2022

Server/VM Administration, Network Infrastructure, Production Support

Systems/Tools:

- ITIL Framework, Ticketing Systems, Manage Engine Suite, ELK Stack, Office 365, Grafana, Prometheus, Kubernetes
- Python, PowerShell, Linux, Windows 10/11, Windows Server 2012/2016, Active Directory, VMware and various developed company tools

Key Achievements:

- Infrastructure Monitoring: Monitored and resolved multiple critical system alerts monthly, maintaining 99.9% service availability across enterprise applications and server infrastructure.
- Production Support: Provided Level 1 technical support for production environments, troubleshooting performance issues and connectivity problems while escalating complex incidents to specialized teams.
- Operational Efficiency: Managed incident workflows and service requests, performing configuration changes, server maintenance, and user account administration to maintain system performance.
- Performance Analytics: Used ELK Stack, Grafana, and Prometheus dashboards to monitor environments and identify performance bottlenecks for proactive remediation.
- Real-time Support: Delivered technical support through production channels, ensuring rapid response times for critical business operations.

WIPRO PHILIPPINES | IT Service Desk Specialist | 2018 - 2021

Software/Tools:

- Active Directory, Windows 10 OS, Microsoft 365, MDM enrollment/management

Key Achievements:

- Multi-Channel Support: Provided B2B technical support via phone, chat, and email, maintaining high customer satisfaction while resolving hardware and software issues for enterprise clients.
- Remote Infrastructure: Delivered remote technical support for laptops, desktops, and thin client environments, ensuring minimal downtime and optimal user productivity.
- Escalation Management: Identified and escalated VMware, network, and application outages to Level 2 teams with clear documentation and communication.
- Leadership Development: Advanced to senior team member, handling new hire training, skills development, and project management to improve team capabilities.
- Systems Administration: Managed Active Directory accounts, Windows 10 deployments, Microsoft 365 configurations, and MDM enrollment across enterprise environments.

WISTRON INFOCOMM PHILIPPINES | Hardware Repair Engineer | 2015 - 2018

Key Achievements:

- Component-Level Diagnostics: Performed precision troubleshooting and repair of electronic circuit boards for notebooks, desktops, and server assemblies with advanced component-level analysis.
- Root Cause Analysis: Conducted failure analysis to identify hardware issues and implemented corrective measures to minimize recurring failures and improve system reliability.
- Quality Assurance: Maintained high repair success rates through attention to detail, rigorous testing, and adherence to quality control processes for critical hardware components.
- Technical Documentation: Created detailed repair procedures and failure documentation that improved repair efficiency and reduced resolution times across the engineering team.

EDUCATION

Computer Science Degree

Graduate: Year 2014 | Asian Institute of Computer Studies

PERSONAL DEVELOPMENT & UPSKILLING

Software Engineering & DevOps

- Learning Go and Python programming languages, with hands-on experience building web applications using Flask and Django frameworks
- Built comprehensive homelab environment using TrueNAS Scale and Proxmox hypervisor with Ubuntu Server virtual machines for practical learning
- Implemented modern CI/CD workflows using Forgejo/GitHub for code repositories and Woodpecker for continuous integration/deployment
- Self-hosted development infrastructure including Coder for development workspaces and various containerized applications using Docker
- Created self-hosted Kubernetes cluster for both development and production environments
- Currently reviewing AZ-900 certification materials and planning to deploy applications using Azure cloud services

Infrastructure & Networking

- Configured storage solutions using Synology NAS hardware for NFS, FTP, and SMB services
- Implemented network security with self-hosted VPN solutions (Netbird, WireGuard, Tailscale) and domain management through Cloudflare DNS
- Hands-on experience with containerization, virtualization, and cloud-native technologies in personal lab environment
- Managing enterprise-grade TP-Link Omada network infrastructure including router, managed switch, and wireless access points
 - Configured advanced networking features: VLANs, network routing, VPN connections, firewall rules, and network segmentation for device isolation and security