

RICARDO DANGANAN JNR

GRADUATE IT SPECIALIST | TECHNICAL SUPPORT • INFRASTRUCTURE • MONITORING • FRONT-END & CLOUD TOOLS • 0862171512

DETAILS

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LINKS

[GitHub – Code Portfolio](#)
[LinkedIn – Professional Profile](#)
[Web Portfolio – UI/UX & Project](#)
[GitHub – Game Performance](#)
[Monitoring App](#)

SKILLS

Python
Networking
Cloud Computing
Microsoft Office & 365 Suite
PowerShell & Bash Scripting
SQL / Database Management
Virtualization (VMware/Hyper-V)
UI/UX & Front-End Development

LANGUAGES

English
Filipino

HOBBIES

PC gaming, custom PC builds, personal side projects, and staying current with technology trends.



PROFILE

IT graduate with hands-on experience in support, system monitoring, networking, and front-end development. Enthusiastic about contributing to dynamic, customer-centric environments focused on cloud, infrastructure, and user-focused solutions.



EMPLOYMENT HISTORY

Intern Technical Support Engineer at Typetec, Dublin
January 2024 — June 2024

Supported device imaging, software rollouts, and account setup using Microsoft 365 and Active Directory; collaborated with support teams and used ticketing systems to resolve IT issues and deliver customer-focused support.

Intern IT Support Engineer at KKR, Dublin
June 2024 — July 2024

Assisted in the deployment of 225 desktop workstations for a client project, following strict layout specifications and ensuring systems were fully operational.

IT Hardware Sales Associate at Currys Ireland, Dublin
November 2019 — April 2020

Advised customers on laptops, tablets, and tech products; developed strong communication and problem-solving skills in a fast-paced retail environment.

Healthcare Professional at FirstCare Ireland, Dublin
April 2015 — June 2019

Delivered patient-centred care in a high-pressure healthcare setting, developing strong communication, empathy, and problem-solving skills.



EDUCATION

BSc (Hons) in Computing with Information Technology (Level 8), Technological University Dublin (TUD), Dublin
September 2021 — June 2025

Computer Science (QQI Level 5 & 6), Bray Institute of Further Education (BIFE), Wicklow
September 2019 — June 2021



ACHIEVEMENTS

Hackathon - Tallaght University Hospital & Amazon Web Services (AWS),
September 2024

Won the “Best Future Solution” award for developing a user-friendly app that helps patients navigate healthcare facilities and schedule appointments.



COURSES

CompTIA Network+ (Course-Based), Technological University Dublin (TUD)
September 2023 — June 2024



PROJECT

Game Performance & IT Monitoring Application – Final Year Project, Dublin, Ireland
January 2025 — April 2025

- Built a desktop monitoring app using Node.js, Electron, and React
- Tracked CPU, GPU, RAM, disk, and network stats via PowerShell
- Integrated Steam & RAWG APIs for game detection and requirements
- Compared specs and generated optimization tips using Azure OpenAI