Ricardo Danganan Jnr

GRADUATE IT SPECIALIST & SUPPORT ENGINEER

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Profile

Tech-driven and adaptable IT graduate with hands-on experience in technical support, scripting, and front-end web development. Proficient in PowerShell and cloud-based tools, with a strong ability to troubleshoot issues, optimize system performance, and build responsive interfaces. Highly motivated, eager to learn, and quick to adapt to new tools and technologies. Passionate about solving problems and contributing to collaborative, user-focused IT environments.

Aspiring to grow in any IT role, with a strong willingness to learn, adapt, and contribute across infrastructure, support, or development domains.

Employment History

Intern Technical Support Engineer, Typetec, Dublin

January 2024 — August 2024

Provided IT desktop support, conducted cybersecurity monitoring, performed software and hardware installations, and managed user accounts to ensure seamless IT operations.

Intern IT Support Engineer, KKR, Dublin

June 2024 — July 2024

Delivered on-site IT support, monitored network performance, and resolved technical issues to maintain system up-time and reliability.

IT Hardware Sales Associate, Currys PLC, Carrickmines

November 2019 — April 2020

Assisted customers with hardware solutions, provided excellent customer service, and contributed to achieving sales targets.

Education

Computing with Information Technology (Level 8), Technological University Dublin (TUD), Dublin

September 2021 — June 2025

Computer Systems and Networks (Level 6), Bray Institute of Further Education (BIFE), Wicklow

September 2020 — June 2021

Computer Science (Level 5) , Bray Institute of Further Education (BIFE), Wicklow

September 2019 — June 2020

References

References available on request

Links

[Github](#)

[Linkedin](#)

[Website portfolio](#)

[Project GitHub URL](#)

Skills

Python

Networking

Customer Service

Cloud Computing

Server Administration

Database Management

Front-End Web Development

Bash and PowerShell Scripting

Languages

English

Filipino

Hobbies

Dedicated to a healthy lifestyle through regular gym workouts, boxing, and jogging, demonstrating discipline and consistency. Passionate about video gaming and exploring new technologies, with a strong interest in how emerging tech and innovation enhance user experience, system performance, and interactive design.

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Achievements

Hackaton - Tallaght University Hospital & Amazon Web Services (AWS)

Recognized for an innovative way-finding solution to enable better navigation to healthcare appointments in the community, Won "Best Future Solution" award and worked in a team to build an easy to use application that assists patients with finding health care facilities and scheduling appointments.

Project

Game Performance & IT Monitoring Dashboard – Final Year Project, Dublin, Ireland

December 2024 — April 2025

Description:

A desktop-based monitoring dashboard designed to help gamer's and IT users visualize system performance in real time and receive intelligent optimization recommendations. Developed as a capstone project at TU Dublin.

- Built a full-stack Windows desktop application using Node.js, React, Electron, and PowerShell to monitor real-time system performance.
- Collected CPU, RAM, GPU, VRAM, disk, and network data using PowerShell scripts and stored metrics in SQLite for visualization with Chart.js.
- Integrated Steam Web API and RAWG API to auto-fetch user game library and compare game requirements to system specs.
- Developed an AI optimization feature using Azure OpenAI GPT to provide personalized in-game graphics recommendations.
- Packaged the app as a standalone .exe with a floating FPS/system overlay, alert system, and CSV/JSON export functionality.

Personal Portfolio Website , Dublin, Ireland

November 2024 — December 2024

Description:

A modern and fully responsive personal portfolio built using Bootstrap, custom JavaScript, and web accessibility best practices.

- Features include a sticky navbar, scroll animations, modal components, dynamic time-based greetings, and a validated contact form.
- Includes animated skill progress bars, interactive timeline for education and work, OpenStreetMap integration, and music toggle feature.
- Designed with mobile-first principles and consistent UI/UX through modular code and dark theme styling.