PAGUNTALAN, RONALD ALLAN R.

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Pasig City, NCR 🏠

EDUCATIONAL BACKGROUND

University of Rizal System - Binangonan Campus

Bachelor of Science in Information System | 2018 - 2022

Awards and Recognitions:
- Magna Cum Laude
- Outstanding Student Trainee
- Service Awardee

Leadership Experiences:
- Campus Graduating Class Secretary - '22
- College of Computer Studies Student Body
  - Auditor | '19 - '22
  - Treasurer | '18 - '19

Capstone: Margarito A. Duavit Memorial Hospital Management Information System
Position: Project Manager & Assistant Programmer
Description: The system was developed using Microsoft Visual Basic 2012 as a programming language and MySQL 8.0 for the database, it also utilizes agile methodology. In terms of user access levels, the system has different modules wherein the components will collaborate exclusively through normalized interfaces.

AMA Computer Learning Center College of Taytay

Senior High School - TVL ICT Strand | 2016 - 2018

Awards and Recognitions:
- Salutatorian
- Consistent Top 1 in Class
- Best in Programming (ASP.NET)
- With Honors (Grade 11)
- Leadership Awardee - Class President '16 - '18

CERTIFICATIONS

- FreeCodeCamp - JavaScript Data and Algorithms | Aug 2023
- FreeCodeCamp - Responsive Web Design | Aug 2023
- Google - IT Support Specialization | May - July 2023
  - IT Security: Defense against the digital dark arts
  - System Administration and IT Infra. Services
  - Operating Systems &You: Becoming a Power User
  - The Bits and Bytes of Computer Networking
  - Technical Support Fundamentals
- DICT - SAP ERP with Business Simulation Game | Dec 3, 2023

SKILLS

Soft Skills
- Analytical Skills
- Problem-solving
- Excellent Communication
- Teamwork
- Leadership Skills
- Logical Thinking

Technical Skills
- HTML, CSS, JavaScript
- Angular 16, Typescript
- Azure Active Directory
- IT Support (Windows & Mac)
- Office 365
- Virtual Machines

WORK EXPERIENCE

Service Desk Engineer - Trend Micro Inc.

Nityo Info. Tech Services Inc. | December 2022 - Present

- Providing technical support to end-users over the phone, email, chat, or on-site.
- Diagnosing and resolving technical issues reported by users; hardware, software, virtual machine (MS Azure), and network
- Tracking and documenting all support requests and resolutions in a JIRA Ticketing System.
- Configuring and installing hardware and software on users' computers to Azure Active Directory machines.
- Providing training to end-users on new software or hardware.
- Collaborating with other IT teams to ensure the smooth operation of IT systems and services.

Programmer

MnK.Soft Corporation
Junior Programmer | July 2022 - December 2022
Intern Programmer | February 2022 - April 2022

- Collaborating with the development team to design, develop, and maintain web applications using Angular 12+.
- Assisting in translating design concepts and user stories into functional and responsive web interfaces.
- Writing clean, maintainable, and efficient code following Angular best practices and coding standards.
- Assisting in the documentation of code and technical specifications.

Customer Service Representative

Curo Teknika Inc.
Jul - Oct 2020 & Aug - Nov 2021

- Handling customer inquiries through various communication channels, providing accurate information on electricity services, billing, and account management while maintaining professionalism.
- Utilizing Salesforce CRM to document customer interactions, cases, and account details accurately, ensuring comprehensive and up-to-date records
- Educating customers on energy-saving strategies, billing options, and outage notifications, empowering them with valuable information.