PAGUNTALAN, RONALD ALLAN R.

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https://ronnyportfolio-5eba9.firebaseapp.com/ 🌐

Rosario Pasig City, NCR 🏠

EDUCATIONAL BACKGROUND

University of Rizal System - Binangonan Campus

Bachelor of Science in Information System | 2018 - 2022

Major 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 MIS
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
- Best in Programming (ASP.NET)
- Leadership Awardee - Class President '16 - '18

CERTIFICATIONS

- AWS Cloud Quest: Cloud Practitioner | May 2024
- Mimo - Python Certification | May 2024
- Simplilearn - Introduction to Cyber Security | April 2024
- Simplilearn - Programming with Python 3.X | March 2024
- GreatLearning - React.Js Tutorial | January 2024
- FreeCodeCamp - JavaScript Data and Algorithms | Aug 2023
- FreeCodeCamp - Responsive Web Design | Aug 2023
- Google - IT Support Specialization | 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

SKILLS

- Software and Web Development
  - HTML 5
  - CSS - Tailwind & Bootstrap
  - JavaScript, TypeScript, Python
  - Angular 12+ & React.js
  - Firebase
  - Git (GitHub)
  - Figma
  - Agile Methodology (Jira)
  - VB.Net & MySql 8.0
- Cloud Computing
  - Amazon Web Services
- Technical Support
  - IT Security
  - Operating Systems (Windows, Linux, and Mac)
  - Networking
  - Hardware and Software
  - Virtual Machines
  - Jira Ticketing System
  - Microsoft Azure AD
- Customer Service Support
  - Salesforce
  - Inbound, Outbound, and Back Office tasks

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
- Monitoring IT operations in optimizing the organization's technology infrastructure, ensuring security, supporting end-users, and aligning IT strategies with overall business objectives.
- Providing training to end-users on new software or hardware.

Business Applications Engineer| Dec. 2023 - Present
Project-Based (Ready-To-Work Self-HelpDesk Tool)

- Contributing to the development of new features and functionalities for our business applications, utilizing React.js for efficient and scalable solutions.
- Utilizing Jira in a Kanban environment to track and manage tasks, ensuring timely completion of projects.
- Managing version control using Git, making regular commits to the repository to track changes and ensure codebase integrity.

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+ and Typescript.
- 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.
July - October 2020 and August - November 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