

RONILYN RODAS

<https://ronilynrodas.github.io/my-website-portfolio/>

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CAREER OBJECTIVES

Seeking a challenging career with a progressive organization that provides an opportunity to capitalize my technical skills & abilities in the field of Information Technology.

TECHNICAL SKILLS

- *Programming Languages (Java, C#, VB.net, Python)
- *Front-End Web Development (HTML, CSS, JavaScript)
- *Back-End Development (MySQL, PHPmyadmin)
- *Knowledgeable in navigating and utilizing Salesforce, Zendesk, Jira, Citrix, OKTA, Microsoft 365 applications, Google Suites
- *UI/UX Designing (Figma, Webflow, Photoshop)
- *Cloud-based Platforms (Azure, GitHub, Airtable, Vercel)
- *AI Website Building such as v0.app, Lovable
- *Cisco Networking -Knowledge of Network Fundamentals
- *Virtual Machine such as VMWare, Azure VM

PROFESSIONAL EXPERIENCE

CSP Level II, Manulife

2024 - 2025

- Work with back-office teams or plan administrators to resolve complex issues.
- Provide assistance to troubleshoot devices and browsers for accessing and navigating online account portals.
- Answer phone calls, emails, or chats from plan participants regarding their retirement accounts.

Tech Email and Chat Support, TaskUs

2021 - 2024

- Respond to user inquiries via email, chat about platform issues.
- Troubleshoot technical problems such as: Connectivity issues, Audio and video problems (microphone, speaker, camera), App crashes or freezing, Login and authentication errors
- Conducting customer KYC (Know Your Customer) verification by reviewing and validating submitted identification documents for Financial Tech account.

EDUCATION

Bachelor of Science in Information Technology

2014 - 2019, Pamantasan ng Lungsod ng Marikina

CERTIFICATIONS

- Basic Computer Troubleshooting and IT Networking (CampTech) – March 2019
- Subject Matter Expert Training (SYKES) – January 2020
- Secure Access with Azure Active Directory - July 2025
- Microsoft Azure Identity Protection and Governance - July 2025
- Microsoft Certified: Azure Fundamentals - July 2025
- Introduction to Cybersecurity Fundamentals - June 2025
- (Microsoft) Foundations of Coding Front-End October 2025

COMPETITION

3rd Place in Creative Industry Track - Breaking Enigma National Hackathon 2025