

# RONILYN RODAS

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

San Mateo, Rizal | rodasronilyn@gmail.com | 09204394952

## 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

- \*Basic Programming skills (Java, C#, VB.net, PHP)
- \*Front-End Web Designing (HTML, CSS, JavaScript)
- \*Knowledgeable in navigating and utilizing Salesforce, Zendesk, Citrix, OKTA, Google Sheets, Microsoft Office Suites, Figma, Git
- \*Proficient in the Microsoft 365 ecosystem (Exchange Online, SharePoint, Teams, and the Office Suite).

- \*Managed and secured user identities and access permissions using Azure Active Directory (Azure AD), including provisioning, deprovisioning, and auditing user accounts.
- \*Configured Multi-Factor Authentication (MFA) policies and self-service password reset (SSPR) to enhance security across the organization's cloud resources.

## PROFESSIONAL EXPERIENCE

### CSP Level II, Manulife

2024 - 2025

- Work with back-office teams or plan administrators to resolve complex issues or escalate service tickets.
- 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.

### FinTech Email and Chat Support, TaskUs

2021 - 2024

- Responding to inquiries and resolving concerns related to the sending and receiving of cryptocurrency on the exchange platform.
- Conducting customer KYC (Know Your Customer) verification by reviewing and validating submitted identification documents.
- Verifying blockchain transactions by locating and reviewing wallet addresses to confirm the sending and receiving of funds.

## 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