**Team Rivan Alumni**

**System Administrator**

Rivan Building II, Makati City • [rivaninstitute@gmail.com](mailto:rivaninstitute@gmail.com) • 09778474888 • facebook.com/**RivanInstitute**/

System Administrator with five years of experience conducting system repairs and troubleshooting. Expertise in deploying and maintaining operating systems in addition to providing technical solutions through high-quality service.

**PROFESSIONAL EXPERIENCE**

RIVAN INSTITUTE — Rivan Building II, Makati City2020 – Present

**System Administrator**

* Planned all system design, saving $200,000 a year in lost time and materials through hardware location and system monitoring.
* Spearheaded end-user upgrade for 100+ PCs to Microsoft Windows 10.
* Developed software used by 150 employees to complete daily tasks, reducing the time for completion from over 2 hours to under 30 minutes.
* Created online documentation to help employees,  which reduced daily issues by 10%.
* Managed and developed 15 new employees assigned to shift; responsible for goal setting, training, career planning, and on-the-job development.

RIVANIT — Rivan Building III, Cebu City 2016 – 2020

**Information Technology (IT) System Administrator**

* Promoted within 18 months due to strong performance and organizational impact (one year ahead of schedule)
* Set up in-house computer system for warehouse; completed work 10% under budget and 2 weeks before the due date.
* Designed and implemented a shipping system that supported over 40,000 shipments per day.
* Created a user training hub that cut trouble tickets by 20%.
* Maintained 50+ Windows computers, including configuring and monitoring.

RIVANIT — Rivan Building I, Mendiola, Manila2012 – 2016

**System Administration Specialist**

* Diagnosed and solved 50+ LIS issues within complex, customized client LIS setups by investigating and using problem-solving skills.
* Performed 45 hands-on fixes at the desktop level, including installing and upgrading software, implementing file backups, and configuring applications.
* Worked with 5 vendors to cut equipment costs by 15%.
* Assisted in writing scripts to automate scheduled system patching; saved 5 hours per week.
* **Tip to jobseeker:** Bullet points should be in format [Action Verb] [Accomplishment] [Metric]; e.g. Developed x that led to y% improvement

**EDUCATION**

Resume Worded University**,** San Francisco, CA2012

**Bachelor of Information Technology**

* Awards: Resume Worded Teaching Fellow (only 5 awarded to class), Dean’s List 2012 (Top 10%)
* Completed one-year study abroad with Singapore University

**SKILLS & OTHER**

Skills: Windows Server, Networking, Operating Systems, Linux, Technical Support, Amazon Web Services (AWS), Firewalls, Python / Bash Scripting

Volunteering: Volunteer 20 hours/month at the ABC foundation, leading technology projects