**Team Rivan Alumni**

**Junior System Administrator**

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

**PROFESSIONAL EXPERIENCE**

**RIVAN INSTITUTE — Rivan Building II, Makati City** *2016**- Present*

*Junior System Administrator*

* Handled daily operations and IT projects for 350+ users.
* Assisted in the deployment of 50 Cisco routers to 10+ sites across the country.
* Devised plan and deployed 40 computers in five states.
* Provided customer and network administration services to over 300 customers.
* Actively monitored the servers and maintained an uptime of at least 99%.
* Administered 35+ Windows NT 4.0 servers.
* Ensured proper staff coverage of 20+ employees for 24/7 help desk services.
* Maintained anti-virus software, remedy virus infections, and resolved hardware problems which increased system efficiency by 35%.

**RIVANIT — Rivan Building III, Cebu City** *2012**- 2016*

*Junior System Engineer (2015 - 2016)*

* Designed and implemented solutions for network security, decreasing issues by 30%.
* Implemented changes to security infrastructure meeting 100% compliance with policies.
* Provided SharePoint support to 300+ users.
* Added and removed 100+ users from groups and changed permissions using Linux Script.
* Maintained and assigned over 150 new users access to emails, Jira ticketing system, and Exchange using LDAP.

*System Support Analyst (2012 - 2016)*

* Reduced software license costs by $150,000 per year by eliminating excess software licenses.
* Decreased engineering and IT area costs by $100,000 through streamlining processes and tasks.

**RIVANIT — Rivan Building I, Mendiola, Manila** *2012**- 2013*

*Help Desk Support*

* Researched and resolved 60+ inquiries daily.
* Created images for mass deployment to over 15 different computer labs using Norton Ghost.
* Performed manual QA testing monthly, resulting in 100% accurate result recording.

**EDUCATION**

**GROWTHSI BUSINESS SCHOOL manila, ph**

*Master of Computer Science* **2021**

**RESUME WORDED UNIVERSITY manila, ph**

*Bachelor of Engineering, Major in Computer Science;*  **2007-2011**

**ADDITIONAL INFORMATION**

* Techniques: SDLC (Software Development Life Cycle), Resource Planning, Jira, MS Project
* Technical Skills / Software: Python, R, Microsoft SQL Server, Amazon Web Services (AWS), PRINCE2
* Certifications: Junior System Administrator Bootcamp (2016), Passed Resume Worded examinations