

# Ryan Sta. Iglesia

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## Career Objective

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

## Professional Experience

### Data Integrity Officer

Aug 2019 – Mar 2022

### Metro Retail Store Groups Inc. (MRSGI)

Metro Store Baybay

- Responds to user inquiries and request and provides technical assistance on PC systems, related hardware and software.
- Handles orientations and training to system users in the store to ensure compliance.
- Monitors and promptly resolve problem relevant to Data Integrity to preserve database inventory accuracy.
- Monitors and ensures monthly updating of active system users in the stores.
- Recommends disciplinary actions to store employees not complying with system user requirements and standards.

### Information Systems Specialist

Feb 2014 - Nov 2018

### Rockwell Collins - Aeronautical Radio Inc. (ARINC)

Ninoy Aquino International Airport Terminal 1 and 2 (Feb 2014 – Mar 2015)

Mactan Cebu International Airport Terminal 1 (Mar 2015 – Nov 2018)

- Provide Service Operations support to customers in accordance with the terms of the customer contract and Service Level Agreements (SLAs).
- Perform functional, regression, integration, and user acceptance testing (UAT).
- Responsible for attending fault calls and restore the systems within the required SLA.
- Maintain inventory of internal licenses and track compliance.
- Perform onsite field engineering support services on various IT Desktop, Network and Peripheral hardware and software systems.

### Administrative Aide

Oct 2011 – Dec 2013

### Visayas State University

Department of Mechanical Engineering

- Maintaining office coordination.
- Creating and maintaining office documents.
- Purchasing of supplies, materials and equipment's needed.
- Provide application support and troubleshooting as needed.
- Troubleshoot and resolve issues related to pc hardware and software, printers and other end-user computing equipment.

## Education

### Tertiary

Aug 2006 - May 2010

### Franciscan College of the Immaculate Conception

Bachelor of Science in Information Technology

## Personal Skills

- Good written and verbal communication skills
- Highly organized and efficient
- Ability to work independently or as part of a team

## Technical Skills

- Programming: HTML, CSS, JavaScript, React, Angular, JAVA, C#, PHP, SQL
- Designing: Figma, Adobe XD, Canva
- Version Control: Git, GitHub
- Data Analytics: Oracle BI Publisher, Power BI, MSOffice365
- AI Automation: ChatGPT, Copilot, Deepseek

## References

### John Phoenix Galvez

Information Systems Specialist, SITA  
NAIA Terminal 1, 2 and 3  
Contact No.: 09054619369

### Nathaniel Reoma

Site Manager, ARINC  
MCIA Terminal 1 and 2  
Contact No.: 09177758926

### Eric Cuabo

Team Leader Information Systems  
Specialist, ARINC  
MCIA Terminal 1 and 2  
Contact No.: 09177758740