RANDYL BOADILLA

IT SUPPORT SPECIALIST | COMPUTER TECHNICIAN | QUALITY ASSURANCE ANALYST

Quezon City │ boadilla.randyl@gmail.com │ 09760674980

linkedin.com/in/randylboadilla │ https://shiroedyl.github.io/Me/

PROFILE

Dedicated IT Support Specialist with over 5 years of hands-on experience in diagnosing and resolving hardware, software, and network-related issues. Proven ability to deliver excellent customer service, communicate complex technical information to non-technical users, and perform remote and on-site support. In addition to IT support, brings experience in Quality Assurance through freelance work involving system inspections, documentation, and data tracking using tools like Google Sheets and Poolbrain. Adept at ensuring compliance with standards, maintaining accurate records, and contributing to process improvement. A reliable and detail-oriented professional committed to providing efficient tech solutions and maintaining high-quality service standards.

PROFESSIONAL EXPERIENCE

CKPOOLS - Skimmers / Poolbrain   **September 2024 - Present**
Quality Assurance Analyst (Remote)

- Conduct thorough inspections of pool systems to detect water discoloration (green or cloudy water), identifying early signs of algae growth or chemical imbalance.
- Monitor and verify the efficiency of pumps and filtration systems to ensure optimal water circulation and cleanliness.
- Collaborate with team members using real-time Google Sheets to track inspection status and corrective actions.
- Accurately document chemical readings, maintenance activities, and test results in shared spreadsheets.
- Maintain comprehensive records for compliance and reporting, ensuring all entries are complete, validated, and audit-ready.
- Regularly review QA data for inconsistencies, proactively addressing missing or inaccurate inputs.
- Generate detailed weekly and monthly reports to highlight trends, ensure compliance, and support operational improvements.

GJAX Computer Trading   **October 2019 – December 2024**
Computer Technician/IT Support/Sales Associate

- Provided Tier 1 and Tier 2 technical support, resolving a wide range of hardware, software, and peripheral issues to ensure uninterrupted client operations.
- Diagnosed and repaired desktops and laptops, including component upgrades such as RAM, SSDs, and graphics cards, resulting in improved system performance and customer satisfaction.
- Installed, configured, and troubleshot various operating systems and productivity software based on client requirements.
- Delivered tailored IT product recommendations, increasing upsell opportunities and enhancing customer loyalty.
- Designed visually appealing marketing content using photo editing tools, driving higher engagement and product visibility on social media platforms.
- Maintained accurate inventory records, monitored stock levels, and responded to customer inquiries with a high degree of professionalism and technical knowledge.

DENR Central Office   **July 2018 – October 2018**
IT Support Intern

- Assisted in diagnosing and resolving hardware, software, and network issues, ensuring efficient technical support in a fast-paced office environment.
- Delivered end-user support, including system maintenance, software installations, and peripheral configurations.
- Supported network setup and troubleshooting efforts, contributing to improved system reliability and reduced downtime.
- Gained practical experience with IT troubleshooting tools, basic networking protocols, and service documentation standards.

CORE COMPETENCIES

Hardware & Software Troubleshooting	Client Service & Communication
Technical & Remote Desktop Support	Technical Documentation & Data Logging
Network Configuration & Maintenance	Inventory & Asset Management

TECHNICAL SKILLS

Operating Systems: Windows, Linux (basic)
Tools: Google Workspace, Microsoft Office, Remote Desktop, Poolbrain, Google Sheets for QA Tracking
Hardware: PC Assembly, Component Replacement (RAM, SSD, GPU)
Networking: Basic Routing/Switching, Wi-Fi Diagnostics
Languages: HTML, CSS, JavaScript

EDUCATION

Bachelor of Science in Information Technology
St. Dominic Institute – Fairview *(Dean's Lister)*   **2015 – 2019**
Justice Cecilia Muñoz Palma High School   **2010 – 2014**

CERTIFICATIONS

Programming Foundations with JavaScript, HTML & CSS – Coursera, 2024
Verify: https://coursera.org/verify/ZA4UC741VKOF

Professional references available upon request.