

MACKLYN B. ROMAN

Address: Maligaya 1, Palayan City, Nueva Ecija

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Website: *macklynroman.site*



A proactive and detail-oriented IT Associate with a strong foundation in technical support, system administration, and network troubleshooting. Skilled in diagnosing and resolving hardware, software, and connectivity issues while ensuring smooth IT operations.

EDUCATION

Bachelor of Science major in Computer Science

NEW ERA UNIVERSITY,

Central Ave., Quezon City, Philippines 1100

SKILLS

- Computer Literacy
- Communication (Verbal & Written)
- Multitasking & Prioritization
- Problem-Solving
- Adaptability & Flexibility

WORK EXPERIENCE

August 2024 - February 2025

IT Associate, PREMIERE MEDICAL CENTER-NUEVA ECIJA

Cabanatuan City, Province of Nueva Ecija, Philippines

- Created, modified, and disabled user accounts in Active Directory, ensuring accurate role-based access control (RBAC) for all employees in compliance with organizational policies and security protocols.
- Utilized Microsoft Teams, Outlook, and OneDrive to streamline communication and file management within the hospital's IT department. Managed issue tracking using an Office 365 ticketing system, ensuring timely resolution of computer, printer, and network problems across departments.
- Provide day-to-day support for hospital IT systems, including servers, workstations, network devices, and medical equipment.
- Assist hospital staff with the use of software applications and IT systems.
- Prepare reports for management on system performance, incidents, and technology upgrades.

March 2023 - March 2024

IT STAFF, BAYSTAR SALES INC.

Batangas, Province of Batangas

- Trained new cashiers in POS system usage and customer service best practices, enhancing team efficiency.
- Ensured accurate and timely financial reporting by maintaining up-to-date records of all sales transactions in the POS system.
- Monitored POS system functionality, reporting any issues to IT support for timely maintenance or repairs.
- Managed hardware and software inventory, ensuring timely updates and replacements as needed.

- Reviewed network settings and made immediate updates, which improved overall security measures.

October 2019 - March 2022

IT Technical Support, PAOYI MANUFACTURING INC

Batangas, Province of Batangas

- Diagnosed and troubleshoot hardware, software and network issues.
- Managed IT asset inventory efficiently, ensuring accurate tracking and timely replacement or upgrades as needed.
- Installed, configured and maintained computer systems and network connections.

TRAINING AND CERTIFICATES

- [Azure Fundamentals Training](#) - March 22, 2025
- [Cybersecurity Podcast Seminar](#)- June 16, 2022
- [Cloud Computing](#) - February 27, 2013

CHARACTER REFERENCES

- | | |
|--|---|
| <ul style="list-style-type: none"> • Alberto Lorenzo <i>PAPSIE PRINTING & COMPUTER SERVICES</i> Owner 09157646668 / (044) 456 1439 | <ul style="list-style-type: none"> • Kathrina Paulyn Cruz <i>ASIA GIANT</i> Secretary 09212269777 |
| <ul style="list-style-type: none"> • Michael Angelo Dedel <i>PAOYI MANUFACTURING INC.</i> | |

I solemnly affirm that all details stated in this document are correct and truthful.

MACKLYN B. ROMAN