



MACKLYN  
B. ROMAN

Contact

**Address**  
Palayan City, Philippines  
3132

**Phone**  
09107060547

**E-mail**  
macklynroman0303@gmail.  
com

**Website**  
macklynroman.site

Skills

- Computer Literacy
- Problem-Solving
- Communication
- Adaptability & Flexibility
- Multitasking & Prioritization

A detail-oriented IT Associate and Graphic Designer skilled in technical support and network troubleshooting. Adept at diagnosing and resolving hardware, software, and connectivity issues while also creating visually compelling designs using industry-standard tools.

Work History

2024-08 -  
2025-02

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.
- Implement and maintain data backup strategies to ensure the protection of sensitive patient information and hospital records
- Prepare reports for management on system performance, incidents, and technology upgrades.

2023-03 -  
2024-03

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

# Character References

- **Alberto Lorenzo**  
**PAPSIE PRINTING & COMPUTER SERVICES**  
Owner  
09157646668 / (044) 456 1439
- **Michael Angelo Dedel**  
**PAOYI MANUFACTURING INC.**  
Safety Officer  
09179096056
- **Kathrina Paulyn Cruz**  
**ASIA GIANT**  
Secretary  
09212269777

2019-10 -  
2022-03

- any issues to IT support for timely maintenance or repairs.
- Managed hardware and software inventory, ensuring timely updates and replacements as needed.
- Configured hardware, devices, and software to set up work stations for employees.
- Reviewed network settings and made immediate updates, which improved overall security measures.

## IT Technical Support Specialist

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.

## Education

2013-04

### Bachelor of Science: Computer Science

NEW ERA UNIVERSITY - Quezon City, Philippines

## Certifications

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