STEVE R ROJO JR.

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Career Objective

Dependable and diligent IT professional who manages multiple tasks and works well under pressure. Experience in installing, troubleshooting and repairing hardware, cybersecurity, software and peripherals, plus training of end users.

Education

STI COLLEGE GLOBAL CITY   2015 to 2019

Bachelor of Science in Information Technology, STI Academic Center, University Parkway Drive, Taguig, Metro Manila. Perform installation, operation, development, maintenance, and administration of computer applications. The goal of the program is to produce information technologists who can assist individuals and organizations in solving problems using information technology techniques and processes.

Relevant Experience

Citibank N.A ROHQ   May 2021 to Present
Infrastructure Security Analyst

- Diagnose and resolve problems through evaluative judgment, troubleshooting and analysis
- Ensure successful completion of data loads and batch processing
- Participate in testing activities, including the creation and execution of basic test scripts
- Participate in control activities (risk, self-assessment, COB, audit, etc.) and make recommendations for enhancements
- Evaluate issues using existing procedures or similar/related experiences; recommend and implement solutions
- Exchange ideas and information in a concise and clear manner.
- Appropriately assess risk when business decisions are made, demonstrating particular consideration for the firm's reputation and safeguarding Citigroup, its clients and assets, by driving compliance with applicable laws, rules and regulations, adhering to Policy, applying sound ethical judgment regarding personal behavior, conduct and business practices, and escalating, managing and reporting control issues with transparency.

TATA CONSULTANCY SERVICES (PHILIPPINES) INC   January 2020 to May 2021
System Administrator

- I was assigned in a Banking account in this role as a First Level Support for clients.

- Maintain essential IT operations, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware

- Nurture dependable IT infrastructure and networking that's always up and running

- Perform server administration tasks, including user/group administration, security permissions, group policies, print services, research event log warnings and errors, and resource monitoring, ensuring system architecture components work together seamlessly

- Maintain internal infrastructure requirements including, laptop and desktop computers, servers, routers, switches, firewalls, printers, phones, security updates, support internet, intranet, LANs, WANs, and network segments.

- Interact with the tier 2 and 3 and other teams to assist in troubleshooting, identify root cause, and provide technical support when needed

- End support for hardware devices such as printers, Scanners, CAD Device for Banking, Marketing TV's and Sounds.

Skills

• Networks: IP Setup, Domain Setup, Cloud Services, VDI, Oracle, Infor (ERP System), Cisco Packet Tracer and Information Management
• Communication: Oral Communication, Written Communication, Teamwork, Leadership, Collaboration and Active Listening
• Time Management: Scheduling, Manage Remote Working Teams, Multitasking, Digital Communications and Continually Review Processes for Improvement
• Other Skills: Install, Maintain, and Merge Databases, Project Management, Operating Systems, Adobe Creative Cloud (Photoshop, Premiere Pro), Software Quality Assurance, Active Directory, VMWare, and Citrix. ServiceNow Tool, Mainframe and Salesforce. Airwatch, Boxer for Android and iOS.

Affiliations

• PRESIDENT - ICT STUDENT SOCIETY. STI Global City, 2016 to 2017. Oversees functioning and progress of the whole organization and Manages the whole organization from different aspects and functions, and assures the stability and strengths within an annual or regular semester, serves as the overall council for sub-committees/sub-organizations and Approves all Financial transactions.

• NATIONAL BOARD MEMBER - PHILIPPINE ALLIANCE OF INFORMATION TECHOLOGY STUDENTS. Sampaloc, Manila, 2016 to 2017. Philippine Alliance of Information Technology Students (PAITS) is an occurring National Organization of I.T students that provides educational and extra- curricular opportunities to young professional in the field of IT that carries out and implement programs and projects geared toward student development