

# REY CARLO DEL ROSARIO

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15 years of IT expertise to the digital forefront. Specializing in project management, network administration, with support experience of technical operations, can effectively plan, install, configure IT infrastructures to achieve high availability and performance. Skilled troubleshooter, comfortable managing systems, projects in a range of IT environments.

## SKILL AND EXPERTISE

VIVA ▪ Jira ▪ Gardner ▪ TAG-IT ▪ EMBED solution ▪ Extreme Network Access Control (NAC) ▪ Fortinet UTM ▪ FWI Signage ▪ SQL 2017 management tasks ▪ VMware ▪ Technical Support ▪ CRM ▪ SAP ▪ Project management ▪ Vendor management ▪ Systems and Network Administration and Management ▪ SQL Database Administration ▪ High Availability ▪ Cloud computing ▪ Automation and scripting

## EDUCATION

**Bachelors of Science in Computer Engineering**  
Far Eastern University, Philippines  
2008-2013

## LANGUAGE

English (Verbal and Written)  
Arabic (Verbal)

## CERTIFICATION

**Google Project Management: Professional Certificate (2023)**  
**May 2020** Certified Information Systems Security Professional (CISSP)  
**September 2019** Professional Certification of Software Engineers  
**August 2019** Certified Software Developer Program (CSDP)  
**August 2019** Cisco Certified Technicians (CCT)

**March 2019** Cisco Certified Network Associate (CCNA)  
**February 2019** Citrix Certified Associate – Virtualization (CCA-V)  
**February 2019** Citrix Certified Professional – Networking (CCP-N)  
**December 2018** Citrix Certified Associate – Networking (CCA-N)  
**December 2018** LINUX+

## WORK EXPERIENCE

**Designation:** IT Operations Specialist  
**Inclusive Dates:** March 2023 – Present  
**Company Name:** **Majid Al Futtaim**  
Abu Dhabi, United Arab Emirates

### Key Responsibilities:

1. Coordinate IT projects with external vendors and development houses.
2. Assist the IT Manager in the planning, coordination, UAT, and implementation of new projects that would enhance performance and profitability. (New Kiosk functions, Web site upgrades, Online ticketing features, Mobile ticketing).
3. Coordinate with the vendors for (vendor creation, request for quotes, PO Submission, Delivery Scheduling, and Invoice Queries).
4. Assist the IT Manager in the responsibility of the planning, implementation, and maintenance of all IT systems including hardware, Network systems, Applications, and Data.
5. Maintenance and administration of Active directory.
6. Ensure the operational efficiency of servers, ticketing systems, and network components and perform periodic IT upgrades/enhancements.

**Designation:** Senior IT Project Manager  
**Inclusive Dates:** March 2014 – December 2022  
**Company Name:** Petromin Express  
Riyadh, Saudi Arabia

*Key Responsibilities:*

1. Effectively manage the implementation Service Management Strategy regionally.
2. Responsible for creating and implementing the IT strategy for the company.
3. Responsible for the IT Security Management and Governance.
4. IT Project Design, planning, and Implementation for New Business.
5. Responsible for Asset Management of complete IT landscape.
6. IT contract renewal and Vendor Management.
7. Prepare and present the reports for the overall IT performance matrix to the key stakeholders.
8. Business continuity planning and disaster recovery.
9. Coordinating resources to ensure that tasks are completed on time.
10. Ensure that projects and programs are proceeded according to scope, schedule, budget and quality standards.
11. Procure adequate resources to achieve project objectives in planned timeframe and budget.
12. Direct and guide the team to enhance the product quality and service.

**Designation:** Software Engineer  
**Inclusive Dates:** May 2013 – January 2014  
**Company Name:** Concentrix (CNXC)  
Philippines

*Key Responsibilities:*

1. Analyze user requirements, write and test code, refine and rewriting it as necessary and communicate with any programmers involved in the project.
2. Research, design and write new software programs and computer operating systems.
3. Evaluate the software and systems that make computers and hardware work.
4. Develop existing programs by analyzing and identifying areas for modification.
5. Integrate existing software products and get incompatible platforms to work together.
6. Create technical specifications.
7. Write systems to control the scheduling of jobs or to control the access allowed to users or remote systems.
8. Write operational documentation with technical authors.
9. Maintain systems by monitoring and correcting software defects, work closely with other staff, such as project managers, graphic artists, UX designers, other developers, systems analysts and sales and marketing profession.