

VAN DAVID NICCOLO FONTANILLA

IT professional with nearly 10 years of experience in network administration, healthcare information systems, and software quality assurance. I'm skilled in Microsoft SQL, LAN/WAN management, system security, and data-driven reporting, and I'm known for dependable technical support and turning data into practical insights for management. I also bring a creative edge from my background in graphic design and multimedia.

EDUCATION

- Development Academy of the Philippines (DAP)
  Certificate in Knowledege Management System
  Completed in 2022
- ITCert Training Solutions
  Cisco Certified Network Engineer
  Completed in 2016
- Lorma Colleges
  Bachelor of Science in Information Technology
  Graduated in 2016
- Saint Louis College
  High School
  Graduated in 2012

CONTACT

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LANGUAGE

English
Filipino

PROFESSIONAL EXPERIENCE

- Ilocos Training and Regional Medical Center
  Computer Maintenance Technologist II
  2024 – Present
  Key responsibilities:
  - Manage, configure, and maintain local area networks (LAN), wide area networks (WAN), wired and wireless connectivity.
  - Implement network security modules, anti-virus/anti-spam tools, firewalls, and security patches, as well as manage configuration backups, data files, and disaster recovery plans.
  - Provide tier-2 technical support for hardware, end-user devices, application systems (such as AD, DNS, SMTP, email), and internet connectivity issues, escalating to service providers when necessary
  - Install, upgrade, and perform preventive and corrective maintenance on computer systems, servers, peripherals, printers, and VoIP devices.
- Ilocos Training and Regional Medical Center
  Information System Analyst
  2020 – 2024
  Key responsibilities:
  - Analyze current and past hospital data.
  - Look at recent hospital performance and identify trends.
  - Prepare reports on the above information and communicate the insights of these reports.
  - Consult with the management team to develop long-term information technology plan.
  - Suggest processes and improvements based on the above information.
- Kaiser Dela-Cruz Consulting Inc. | Medsys
  Project Coordinator / Systems Support
  2017 - 2020
  Key responsibilities:
  - Participate and support development pilots during initial phases of all projects.
  - Create operation test-based scenarios on operational and implementation scenarios.
  - Investigate, analyze and solve unique or customer related issues relating to test failures.
  - System issue and defect tracking.
  - Develop and executes test scripts (Microsoft SQL), mentoring of team members and program presentations.
  - Facilitate, train, organize and maintain new clients.
  - Modify stored procedures (Microsoft SQL) to satisfy clients requests for customization.
  - Maintain test process Documentation
- Lorma Colleges Marketing Department
  Graphic Artist / Systems Developer (Intern)
  2016 – 2016
  Key responsibilities:
  - Photographed, designed, edited, toned and captioned marketing materials.
  - Developed and maintained the marketing repository system.

TOP SKILLS

- Professional
  - Microsoft SQL
  - Software Quality Assurance
  - Marketing
  - Multimedia
  - I.T Networking
  - Troubleshooting
- Soft Skills
  - Observation
  - Decision Making
  - Communication
  - Multi-tasking