

Rico Ivan Monis

IT Systems & Operations Specialist

CONTACT:

- ☎ +63 929 763 1644
- ✉ r.m123097@gmail.com
- 📍 Tulip St. Pembo, Taguig, PH

SKILLS:

- IT/Systems:
 - Windows & Azure AD
 - AWS Citrix
 - VPN | Putty
 - CRM
- Compliance:
 - FMCSA/DOT Standards
 - MVR Reviews
 - DataQ Dispute Resolution
- AI & Dev:
 - Prompt Engineering
 - Stable Diffusion
 - HTML/CSS
 - Web Prototyping

EDUCATION:

MINT COLLEGE

BS IN INFORMATION TECHNOLOGY
(UNDERGRADUATE)

ETESDA PROFESSIONAL
TRAINING

COURSIV AI CERTIFICATIONS

LANGUAGE:

- English
- Filipino

PROFILE:

I'm a technical generalist with a heavy background in high-volume IT support and US-based logistics compliance. I'm at my best in fast-paced roles where I need to juggle technical troubleshooting with strict regulatory standards. Lately, I've been focusing on integrating AI tools into my workflow to speed up documentation and web development without losing quality.

EXPERIENCE:

DIGITAL OPERATIONS SPECIALIST | JULY 2025 – SEPT 2025

Resurge Agency (Freelance)

- I run the technical backend for high-engagement personal brands across X, Instagram, and Threads.
- It's a mix of community management and security; I make sure digital assets stay safe while using analytics to keep growth on track.

CITATIONS SPECIALIST | OCT 2024 – JULY 2025

AIST Safety Consulting

- This was a high-stakes role focused on keeping US trucking fleets compliant. I spent my days managing CDL violations and conducting MVR reviews.
- I handled the legwork for DataQ disputes and worked directly with legal agencies to clean up driver records and lower safety risk scores.

TECHNICAL SUPPORT ENGINEER | APR 2023 – OCT 2023

Movate Inc.

- My main metric here was volume and accuracy. I consistently closed around 50 technical tickets every day across phone and email.
- I didn't just fix problems; I documented the solutions to help build out the internal knowledge base for the rest of the team.

IT SUPPORT ENGINEER (SHIFT LEAD) | OCT 2022 – FEB 2023

Stealth Monitoring Inc.

- Stepped into a leadership role where I helped the Head Lead with daily operational reporting.
- I was the "go-to" person for training new staff and writing the technical guides (KB articles) the team used for network and video equipment maintenance.

JR. IT SUPPORT ENGINEER | AUG 2019 – OCT 2022

Ubiquity Global Services

- Started on the front lines providing Tier 1 support. I handled everything from hardware setups for new hires to remote troubleshooting for staff working from home.
- I learned how to explain complex technical issues to non-technical users so they could get back to work quickly.