



# AL BRYAN TACLAP

IT Administrator / Social Media Specialist

Highly organized IT Administrator and Social Media Specialist with 16 years of IT-related experience, including 10 years in Qatar. Skilled in managing IT infrastructures, network administration, and digital platforms to enhance efficiency and brand visibility. Proven expertise in troubleshooting, technical support, and delivering engaging social media content through photo and video editing. Committed to implementing innovative IT and digital media solutions that improve productivity, strengthen online presence, and support overall business goals.

## WORK EXPERIENCE

### IT Administrator / Social Media Specialist, Al Mana Ventures, Qatar

March 2022 - Feb 2025

- Provided IT support to all users in the head office, resolving hardware, software, and network issues.
- Managed and maintained IT assets including servers, desktops, laptops, and licensed applications.
- Capture, edit, and enhance photos and videos for social media platforms.
- Create engaging visual content (reels, stories, short clips, graphics) optimized for each platform (Instagram, TikTok, Facebook, LinkedIn, YouTube, etc.).
- Edit raw footage into polished, professional videos using editing software (e.g., Adobe Premiere Pro, Final Cut, CapCut).
- Supported and maintained **26 Coffee Bean & Tea Leaf branches** and **7 Sabah w Masa Lebanese restaurant branches**, handling POS system setup, menu updates, and troubleshooting.
- Handled IT procurement, vendor coordination, and inventory management for hardware, software, and services.
- Design simple graphics, thumbnails, and layouts to support campaigns.
- Supported user account management, email systems, and data security practices.

### IT Support / Executive Secretary, Qatar Green Leaders — Doha, Qatar

July 2015 – March 2022

- Provided technical support to office staff, troubleshooting hardware, software, and network issues.
- Managed and maintained company IT assets including computers, printers, and licensed applications.
- Ensured data security, system backups, and proper file management across the organization.
- Assisted in setting up & maintaining company email, accounts, and shared drives.
- Handled IT procurement and coordinated with vendors for equipment and services.
- Organized and maintained company records, confidential documents, and filing systems.
- Managed incoming and outgoing communications (emails, phone calls, and letters).

### IT Administrator, OLT Hospitality School — Philippines

June 2009 – May 2015

- Provided technical support to office staff, troubleshooting hardware, software, and network issues.
- Planned, implemented, and maintained IT infrastructure to support school operations and services.
- Provided day-to-day support for internal hardware, software, and network systems, ensuring smooth functionality across departments.
- Assisted in managing website content updates and collaborated with the marketing team to support online presence and social media activities.
- Ensured data security by implementing regular backup routines and monitoring compliance with IT policies.
- Diagnosed and resolved technical issues, delivering timely IT support to academic and administrative teams.

## EDUCATION

### Master's Degree of Science in Information Technology (Undergraduate)

Jose Rizal University, Dapitan, Philippines | June 2003 – October 2007

### Bachelor of Science in Information Technology (Graduate)

Misamis University, Philippines | June 2003 – October 2007

## CONTACT

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## SKILLS

### Professional

- Leadership and training
- Creativity
- Planning and Forecasting
- Management
- Communication

### Technical

- Network Administration
- Hardware Maintenance
- Software Management
- Technical Support
- Data backup & Recovery
- IT Infrastructure Management
- Website Development

## PROFESSIONAL DEVELOPMENT

### CompTia Network+ Course

#### Completion

CompTIA.org, January – July 2025

### ISO 9001 – 2015 Certification

Quality Management System  
Green Quality Services, Year 2022

## OTHER INFORMATION

- Qatar Driver's License
- Spouse Visa (Transferable)

