

JONALD CEDRICK DE GUZMAN

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PROFESSIONAL SUMMARY

IT graduate with hands-on experience in networking, ISP operations, system troubleshooting, and technical support. Skilled in diagnosing connectivity issues, router configuration, fiber optic installation, and virtual machine hosting. Built and maintained a self-hosted ISP management system using React, MySQL, and VM infrastructure. Strong problem-solving abilities with experience supporting operations, maintaining system reliability, and assisting users in resolving technical issues. Seeking an entry-level IT Support, Helpdesk, or Network Support role.

TECHNICAL SKILLS

IT Support & Networking: Technical Troubleshooting, Network Diagnostics, Router Installation & Configuration, Fiber Optic Splicing & SC Connector Termination, Connectivity Testing, Basic Firewall Configuration, TCP/IP & Networking Fundamentals

Systems & Tools: Virtual Machine Setup & Hosting, Linux Basics, Git & Version Control, SQL (Basic), MySQL, System Maintenance & Monitoring

Development Exposure: React, JavaScript, HTML/CSS

Soft Skills: Customer Support & Communication, Problem Solving, Attention to Detail, Team Collaboration, Fast Learner

TECHNICAL PROJECTS

ISP Management System (Self-Hosted on Virtual Machine)

Personal Project

- Deployed and hosted an ISP-related management system on a virtual machine environment.
- Configured server networking and external access for remote connectivity.
- Applied firewall and networking concepts to maintain system stability and secure access.
- Diagnosed and resolved connectivity and hosting-related issues during deployment.
- Developed frontend components using React.
- Integrated MySQL database storage and system functionality.
- Maintained system reliability and performed troubleshooting during active use.

PROFESSIONAL EXPERIENCE

RT Lawrence Corporation Philippine Branch

Data Entry Operator

Feb 2024 – Jul 2025

- Performed accurate system data entry and validation for operational and financial records.
- Conducted data quality checks to ensure system reliability and accuracy.
- Processed financial transactions and coordinated data submissions to banking systems.
- Assisted in resolving system and workflow issues during daily operations.
- Trained new staff on internal systems, procedures, and accuracy standards.
- Demonstrated strong attention to detail in handling sensitive operational data.

EDUCATION

Bachelor of Science in Information Technology

Dr. Yanga's College