JAMES ARIES G. SANTIAGO

IT SUPPORT | TECHNICAL OPERATIONS

CONTACT

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EDUCATION

Bachelor of Science in Information Technology

Pateros Technological College

2022-Present

TECHNICAL SKILLS

- Programming
- Design Software
- Network Diagnostics
- Hardware Diagnostics
- Data Analysis

SOFT SKILLS

- Creative
- Teamwork
- Problem-solving
- Adaptability
- Time Management

Motivated BSIT Senior (Class of 2026) with foundational knowledge in computer systems, network infrastructure, and technical troubleshooting. Experienced in web technologies and system configuration, with strong interest in IT support operations, hardware installation, and network maintenance. Seeking a hands-on internship to apply technical skills in real-world IT environments.

WORK EXPERIENCE

Estate Logistics & Caretaker | Philglobal Asia Industrial Corporation, Pateros
From June 2023 to July 2023

- Maintained operational efficiency across multi-site logistics with zero stockouts
- Enforced strict security and access control protocols
- Coordinated maintenance scheduling and equipment handling independently

ACADEMIC PROJECTS

Capstone Project: An Educational Game System for Teaching Coding Skills & Programming Concepts at Pateros Technological College
Full-Stack Developer | Capstone I & II
Technologies Used: PHP (OOP), MySQL, HTML, CSS, JavaScript, Bootstrap, XAMPP, Apache

- Designed and developed a secure, gamified learning system using PHP (OOP) and MySQL, applying 3NF database normalization to ensure data integrity and structured relational design.
- Configured and managed local server environments (XAMPP/Apache) to support stable application hosting and network accessibility for 60+ test users.
- Assisted in system deployment via InfinityFree for online accessibility and conducted installation, testing, and network configuration for controlled evaluation environments.

Network Administration & Maintenance Project
Enterprise Network Simulation – Cisco Packet Tracer
(Group Project)
Tools Used: Cisco Packet Tracer, ASA Firewall, VLAN
Configuration

- Designed and configured a scalable ten-floor enterprise network using the Core-Distribution-Access (Hierarchical) model with structured VLAN segmentation and inter-VLAN routing.
- Implemented centralized DHCP, DNS, and internal web services, supporting both wired and wireless client connectivity.
- Conducted troubleshooting simulations for routing conflicts, server unavailability, and inter-department communication errors.

PROFESSIONAL DEVELOPMENT

Networking Devices and Initial Configuration
DICT-ITU DTC Initiative - Cisco Networking Academy |
February 14, 2026

Introduction to Data Science
DICT-ITU DTC Initiative - Cisco Networking Academy |
October 20, 2025

DevSecOps: Integrating Security into the Software Development Lifecycle
West Visayas State University | October 17, 2025

Introduction to Cybersecurity Awareness
HP LIFE Foundation | June 22, 2025

ACHIEVEMENTS

- Honor Student: Grade 10
- Successfully defended Capstone Project I & II
- Submitted book-bound Capstone research manuscript formally endorsed by institutional leadership.
- Participated in award-recognized Field Demonstration (BSIT-1E), acknowledged for teamwork, dedication, and sportsmanship.