EMMAN B. SADIANG-ABAY

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Technical Support Engineer transitioning into Web Development with foundational knowledge in HTML and ongoing learning in CSS, JavaScript, React, and Node.js. Skilled in problem-solving, documentation, and communication, with hands-on experience in IT systems. Passionate about creating user-friendly, innovative web applications and committed to continuous learning and growth in the tech field.

Professional Experience

Technical Support Engineer
iBMS Technology Phils. Corp. — Makati City
July 2023 – August 2024

- Troubleshot IT Systems: Diagnosed and resolved issues related to access control, CCTV, PDUs, and servers, improving problem-solving skills critical for debugging in web development.
- Led Installations: Managed complex IT infrastructure installations, ensuring proper system setup, integration, and maintenance — skills transferrable to web hosting and server management in web development.
- Documented Systems: Created clear, detailed technical documentation and user guides, enhancing system understanding and reducing support inquiries — directly relevant to writing maintainable code and creating user-friendly documentation for web apps.
- Cross-Functional Collaboration: Worked closely with clients and internal teams to ensure smooth project execution and completion, developing the communication and collaboration skills essential for web development teams.
- Project Management: Managed multiple on-site projects, improving time-management and organizational skills for efficient web project delivery.
- Client Support: Provided remote troubleshooting and mobile assistance to clients, improving customer satisfaction and user-focused solutions — a mindset applicable to creating intuitive, user-centered web applications.
- Adaptability: Frequently worked with new technologies, maintaining a flexible approach to learning, now transitioning to web development and mastering front-end and back-end technologies.

EDUCATION

Bachelor of Science in Electronics Engineering | Notre Dame of Marbel University (2018 – 2022)

LICENSES / CERTIFICATIONS
- DHSA – Video Surveillance System | Dahua (2024)
- Get Started with Linux | THZ ACADEMY (2025)
- Introduction to CIP | OPSWAT ACADEMY (2025)
- Electronics Products Assembly and Servicing (EPAS) NCII | TESDA (2018)
- Electronics Technician | Professional Regulation Commission (2023)

Relevant Web Development Learning (UDEMY)
- HTML Basics (Completed)
- CSS (Currently Learning)
- JavaScript (In Progress)
- React (In Progress)
- Node.js (Upcoming)
- PostgreSQL (Upcoming)

TECHNICAL SKILLS
- Languages: HTML5 (basic), JavaScript (learning)
- Web Technologies: CSS (learning), React (in progress), Node.js (upcoming)
- Databases: PostgreSQL (upcoming)
- Tools: Git, GitHub, VS Code
- Other: Web3, DApps (learning in the future)
- Networking Protocols: Host Configuration – Assigning IP address to devices.
- Remote Desktop: Proficient with Quick Assist, Any Desk and Google remote (phone or desktop)

LANGUAGES
- Filipino
- Hiligaynon
- English

HOBBIES AND INTERESTS
- Video Games
- Music – Playing Guitar
- Travelling
- Playing Sports

CHARACTER REFERENCE
Melvin Michael Pimentel
DevsOps Engr   Trend Micro
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