

# Glenard Pagurayan

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[LinkedIn](#) | [Portfolio](#)  
Available Immediately | Open to Work Pass Sponsorship

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## IT Support & Systems Specialist | Tech-Enabled Admin Assistant

Adaptable and detail-oriented IT professional with hands-on experience in technical support, systems maintenance, and administrative operations. Proven track record of resolving hardware/software issues, managing IT assets, and providing excellent user support in fast-paced environments. Skilled in troubleshooting, networking, and coordinating across departments to ensure seamless IT service delivery.

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## PROFESSIONAL EXPERIENCE

### IT Sales Technician

*Silicon Valley Computer Group Inc. (Philippines)*  
Jan 2025 – May 2025

- Advised customers on suitable hardware and accessories based on needs and budget
- Installed and configured PCs and peripherals for clients, including hardware imaging and software setup
- Conducted live product demos and offered technical support and after-sales assistance
- Performed remote troubleshooting to assist clients off-site using remote desktop tools
- Managed inventory and coordinated with client’s post-sale to ensure satisfaction

### IT Support Specialist

*Commission on Elections - COMELEC Region 2*  
Aug 2023 – Dec 2024

- Delivered helpdesk support and resolved technical issues using a ticketing system during high-pressure election operations
- Set up and maintained secure IT systems for multiple sites, ensuring 99% system uptime
- Performed hardware installation, LAN setup, and real-time diagnostics for voting center PCs
- Collaborated with internal teams and election officers for user support and system maintenance
- Generated system health reports and managed updates for key election tools and software

### IT Support Intern

*Environmental Management Bureau - DENR Region 2*  
Jan 2023 – May 2023

- Diagnosed and resolved user access, printing, and network connectivity issues via helpdesk support
  - Supported users with login/access issues, monitored system status, and documented resolutions
  - Maintained inventory of IT assets and performed scheduled system backups and updates
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IT & Technical Support Skills

- **Systems & Networking:**  
Active Directory, Windows Server 2012/R2, VMware, Network Configuration, Firewall Management
- **Technical Support & Operations:**  
Troubleshooting, Diagnostics, OS Installation, Hardware/Software Setup, Help Desk Support, Remote Desktop Tools
- **Tools & Administration:**  
Microsoft Excel, Word, Outlook, Data Entry, File Management, Documentation
- **Customer & Sales Support:**  
IT Product Consultation, Technical Demos, Client Communication, After-Sales Support

Programming & Development Skills

- **Languages & Web Technologies:**  
C#, PHP, HTML5, CSS3, JavaScript, Bootstrap, SQL, MySQL
- **Development Tools:**  
Visual Studio, Git, GitHub, XAMPP, Command Line Interface (CLI)

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CERTIFICATIONS

- **Google IT Support Professional Certificate (in progress)** – Coursera
- **Cybersecurity for Everyone** – Certificate of Completion
- **Google AI Essentials** – Certificate of Completion
- **PLDT InfoTeach Outreach Program (Phase 5)** – Certificate of Completion
- **Computer System Servicing NC II (320 Hrs.)** – Certificate of Completion
- **On-The-Job Training (500 Hrs.)** – Certificate of Completion

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EDUCATION

**Bachelor of Science in Information Technology**  
Cagayan State University (2019–2023)

- Consistent Dean’s Lister (All 4 years)

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AWARDS & RECOGNITION

- **Academic Distinction Award** – Cagayan State University
- **Best Capstone Project (Online Category)** – *Online Appointment System*
- **Programmer of the Year** – Class of 2023, Cagayan State University
- **Leadership Award** – IT Department Student Council

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PROJECTS

- **Online Appointment System – Siazon Medical Clinic**  
Built a web-based platform with admin and user dashboards for managing medical appointments online.
- **Water Billing Management System – Barangay Catarauan, Piat**  
Developed a system to automate tracking, billing, and reporting of local water usage.
- **Youth Information System – Maguiling, Piat**  
Created a database-driven dashboard to manage youth profiles, events, and community engagement.
- **Information Management System – Wacky-Works Auto Repair**  
Designed a C# desktop application for handling repair records, customer data, and service reporting.