



GLENARD PAGURAYAN

🛠️ Tech Support / IT Support / Administrative Assistant /
IT Sales Technician /Freelance Software Developer

🌐 Available immediately | Open to Work Pass Sponsorship

Phone

+65 86193011

Email

glenard2308@gmail.com

Address

04-322, Block 272, Bishan
Street 24, SG 570272

About Me

IT Support Specialist and aspiring Developer with over 3 years of combined experience in technical support, system troubleshooting, and full-stack web development. Adept at diagnosing and resolving hardware/software issues, managing networks, and crafting practical web and desktop applications using C#, PHP, MySQL, HTML/CSS, JavaScript, and Bootstrap. Passionate about delivering real-world tech solutions effectively and efficiently.

Technical Skills

- **Systems & Networking:** Active Directory, Windows Server 2012/R2, VMware Workstation Pro, Networking Setup, Windows Defender Firewall
- **Technical Support:** Help Desk Support, Software/Hardware Troubleshooting, Operating System & Software Installation, Diagnostics, Internet Setup
- **Administrative & Tools:** Microsoft Word, Excel, Outlook, Data Entry, File Management
- **Customer-Facing Skills:** IT Product Sales, Client Communication, Tech Demonstrations
- **Programming & Web Development:** C#, PHP, HTML5, CSS3, JavaScript, Bootstrap, MySQL, SQL
- **Development Tools & Platforms:** Visual Studio, Git, XAMPP, GitHub, Command Line/Terminal

Awards

July 2023 | Cagayan State University

- **Academic Distinction Award**
- **Best Capstone Online Category Award**
- **Programmer of the year**
- **Leadership Award**

April 2018 | PLDT InfoTeach and Outreach

- **PLDT home FIBR Broadband Quiz Contest**

Language

- **English**
- **Filipino**

Experience

IT Sales Technician

January 2025 – May 2025

Silicon Valley Computer Group Inc. Phil
SM City, Tuguegarao City, Cagayan, Philippines

- Guided customers in selecting appropriate computer hardware and accessories
- Installed and configured purchased equipment for clients
- Delivered product demos and resolved basic technical issues
- Managed inventory and post-sales customer follow-up

IT Support

August 2023 – December 2024

Commission on Elections – COMELEC Region 2
Tuguegarao City, Cagayan, Philippines

- Set up and maintained voting systems and user accounts for election operations
- Ensured network uptime and data security during election periods
- Troubleshoot hardware and software issues in real-time
- Created IT system reports and coordinated with vendors for software updates

IT Support Intern

January 2023 – May 2023

Environmental Management Bureau – DENR Region 2
Tuguegarao City, Cagayan, Philippines

- Performed workstation setup, diagnostics, and updates
- Supported users with account setup, password resets, and system errors
- Maintained hardware inventory and supported procurement tasks
- Assisted in backups and virus scans

Projects

- Online Appointment System – Siazon Medical Clinic
 - Developed an online appointment booking platform for a private clinic, enabling patients to schedule, reschedule, and cancel appointments online.
- Water Billing Management System – Barangay Catarauan, Piat, Cagayan
 - Created a billing management system to automate the tracking and computation of water usage and payments for local residents.
- Youth Information System – Maguiling, Piat, Cagayan
 - Built an information system to register, organize, and monitor youth profiles and programs in the community.
- Information Management System – Wacky-Works Auto Repair
 - Developed a C#-based solution for organizing customer records, tracking repairs, and generating service reports.

Certificates

- Certificate of Completion – 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.)

Education

Bachelor of Science in Information Technology

2019–2023

Cagayan State University

- Consistent Dean's Lister (1st Year College – 4th Year College)