

# Castañares, Jonathan R.

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## Professional Experience

### **Project Technical Assistant VI**

November 2022 - Present

Department of Science and Technology - Science Education Institute

- Designed and developed full-stack web applications tailored to the company's internal operations, significantly improving workflow efficiency, data accuracy, and accessibility.
  - HRIS Application System.
  - Graduate Scholarship Digitization and Monitoring System.
  - DOST – SEI Undergraduate Scholarship information System.
  - Graduate Scholarship Digitization and Monitoring System – V2.0
  - Scholarship Tracking and Student Information Management System

Visit my Git hub Portfolio @: [https://jrc1432.github.io/my\\_portfolio/](https://jrc1432.github.io/my_portfolio/)

### **IT Specialists**

July 2021 – November 2022

Stefanini., (BOSTON CONSULTING GROUP)

- Delivered technical support for server-related and software issues to global users through email, phone, remote sessions, and live chat, ensuring efficient troubleshooting and minimal downtime.
- Handled incident and request tickets via ServiceNow, keeping records up to date, prioritizing tasks effectively, and ensuring all SLAs were consistently met.

### **IT Solution Specialists**

January 2021 – June 2021

Ebizolution Inc. (Bangko Sentral ng Pilipinas)

- Managed virtual infrastructure and backups using VMware ESXI, VCenter, and IBM Spectrum Protect. Handled data queries via TSM and oversaw storage systems (TS3500/TS4500). Set up on-premise servers and maintained virtualization environments.

### **IT - Systems Engineer (NOC)**

September 2018 – August 2020

Eperformax Contact Center & BPO

- Provided technical guidance and troubleshooting support for systems, including hardware and software maintenance and upgrades.
- Managed user accounts and permissions in Active Directory and handled email administration.

### **IT - On Site Support Engineer**

August 2016 – March 2018

KMC SOLUTIONS INC.,

- Configured Microsoft Windows Servers, including Windows Deployment Services (WDS) and Microsoft Deployment Toolkit (MDT). Created detailed documentation for specifications and installation procedures.
- Collaborated with staff and clients to gather system requirements, and installed and maintained hardware and software solutions.

## Technical Skills

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| <ul style="list-style-type: none"><li>PHP</li><li>Laravel PHP Framework</li><li>JavaScript/Vue3.JS/Quasar/Prime Vue</li><li>HTML/CSS</li><li>PostgreSQL/MySQL</li></ul> | <ul style="list-style-type: none"><li>Microsoft Windows Servers</li><li>Technical Support skills</li><li>Virtualization: HYPER V / VMWARE</li><li>ServiceNow Ticketing System</li><li>Knowledgeable in Linux OS/Server</li></ul> |
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## Education

- Bachelor of Technology in Information Technology (2017-2018) - Technological University of the Philippines – Taguig.
- Computer Engineering Technology (2013-2016) - Technological University of the Philippines - Taguig

## Certification

- Career Service Professional (Pen & Paper Examination Professional Level)