

Castañares, Jonathan R.

Block 12 Lot 6 Phase E Legian 2 Subdivision
Barangay Carsadang Bago 1 Imus Cavite
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WORK EXPERIENCE:

Project Technical Assistant VI

DBPSC (Department of Science and Technology – Science Education Institute)
FROM November 2022 – Present

- Full stack development of the systems using the following technology Vue 3 JavaScript, Quasar Framework, PHP, Axios API and PostgreSQL.
 - HRIS Application System.
 - Graduate Scholarship Digitization and Monitoring System.
 - DOST – SEI Undergraduate Scholarship information System.
- Visit my Portfolio @: https://jrc1432.github.io/my_portfolio/

IT Specialists

Stefanini., (BOSTON CONSULTING GROUP)
FROM July 2021 – November 2022

- Provide technical assistance and answer user inquiries via E-mail, Phone and Chat.
- Management of ticketing system using ServiceNow.
- Provide remote support assistant to the user globally.
- Making sure that the ticket request is updated regularly and strictly follow the SLA.
- Provision User accounts, Email Distribution Lists, Shared Mailbox using Active Directory and O365.

IT Solution Specialists

Ebizolution Inc., (BANGKO SENTRAL NG PILIPINAS)
FROM January 2021 – June 2021

- Management of files and virtual machines using VCenter, VMware ESXI, IBM Spectrum protect and IBM Spectrum protect Plus.
- Monitoring of Back up System Storage of Bangko Sentral ng Pilipinas using IBM Spectrum Protect and IBM Spectrum Protect plus.
- Use queries and commands to gather data from the IBM System Storage TS3500 and TS4500 using TSM (Tivoli Storage Manager).
- Setting up On-premise Servers in Data Center.
- Management of Servers using virtualization VMWARE.

IT - Systems Engineer/ Network Operation Center (NOC)

Eperformax Contact Center & BPO

FROM September 2018 – August 2020

- Manage Users in Active Directory.
- Provide and Manage E- Mail of the users using MDAemon.
- Report and communicate regarding critical issues to Higher Level of supports (IT Security, IT Network, IT System Admin, IT DB Admin).
- Provide technical guidance or support for the development of troubleshooting of the systems.
- Answer user inquiries regarding computer software or hardware operation to resolve the problem.
- Refer major hardware or software problems or defective products to vendors or technician for service.
- Perform ongoing hardware and software maintenance operations, including installing and upgrading Hardware or Software.

IT On Site Support Engineer /Server Team / Systems Engineering

KMC SOLUTIONS INC.,

FROM August 2016 – March 2018

- Configure Microsoft Windows Servers specially Windows Deployment Services or (WDS Server) (MDT Microsoft Deployment Tool Kit) to provide the needed specifications for Operating System to be deployed.
- Document design specification, installation instructions, and other system related information.
- Server Monitoring, Maintaining and Provisioning in HYPER - V.
- Communicate with staff or clients to understand specific system requirements.
- Identify system data hardware, software components required to meet user needs.
- Install and perform minor repairs to hardware, software and peripheral equipment following design or installation specifications.

Exams and Certifications:

- Civil Service Examination Professional Level/2nd Level eligibility.

SKILLS:

- PHP
- PostgreSQL – Database
- MySQL
- Vue 3 JavaScript – Quasar Framework
- Javascript
- HTML
- CSS

- Axios API
- Microsoft Window Server
- Technical Support skills
- Microsoft Operating Systems
- ServiceNow Ticketing System
- Knowledgeable in Linux OS
- Virtualization: HYPER – V & VMWARE
- Troubleshooting Hardware or Software

EDUCATION:

- **TECHNOLOGICAL UNIVERSITY OF THE PHILIPPINES – TAGUIG**
Taguig City , Metro Manila NCR
 - *Computer Engineering Technology*
Year 2013 – 2016
- **TECHNOLOGICAL UNIVERSITY OF THE PHILIPPINES – TAGUIG**
Taguig City , Metro Manila NCR
 - *Bachelor of Technology In Information Technology*
Year 2017 – 2018



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Applicant's Signature