

MOISES, JOHN ROBERT GUTIERREZ

#635 Bulacan St. Gagalangin Tondo, Manila

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OBJECTIVE

- To have a career that will stimulate me to use my skills and capabilities and will enable me to continue learning process and growth

PERSONAL INFORMATION

Age:	24
Date of Birth:	June 16, 2002
Birthplace:	San Juan, Metro Manila
Civil Status:	Single
Nationality:	Filipino

SKILLS

- Proven relationship builder with unsurpassed interpersonal skill
- Able to adapt myself to new surroundings
- Flexible team player
- Computer-literate with extensive software proficiency with wide variety of applications
- Problem analysis and problem solving
- Has a good communication skill

TECHNICAL SKILLS

- Designed and developed automated workflows and business process solutions in self-hosted and cloud environments.
- Provided Level 1–3 technical support and resolved incidents during post-sales and after-sales phases.
- Managed Windows Server environments, system configuration, and administration.
- Troubleshoot software, hardware, and network issues to ensure system reliability.
- Performed system monitoring, performance tuning, and root cause analysis.
- Programming experience in C++, Lua, ESX, QBOX, HTML, CSS, JavaScript, and PHP.
- Strong understanding of network fundamentals, including TCP/IP, ports, and firewall troubleshooting.
- Hands-on experience with SaaS platforms: Laserfiche Cloud (ECM and DMS)
- Hands-on experience with RDBMS: MSSQL

EDUCATIONAL BACKGROUND

- Tertiary Level:
 - Technological University of the Philippines
 - Manila Campus
 - Bachelor of Science in Computer Engineering Technology
 - 2020 – 2024

- - Upper Secondary Level:
 - AMA Computer Learning Center
 - Northbay Campus
 - Information and Communications Technology
 - 2018 – 2020
 - Secondary:
 - Florentino Torres High School
 - Juan Luna Street Gagalangin Tondo, Manila
 - 2014 – 2018
 - Primary:
 - Casibang Elementary School
 - Maripipi, Biliran
 - 2010,2014

WORK EXPERIENCE

- **Junior Technical Support Engineer**
Imaging Works Inc.
Oct (2024) – Present
 - Designed and developed Business Process Automation (BPA) and Workflow solutions aligned with client operational requirements.
 - Delivered L1 – L3 technical support during post-sales and after-sales phases, ensuring system stability and issue resolution.
 - Performed software installation, configuration, and deployment for client environments, ensuring successful system onboarding.
 - Troubleshoot server-level issues (services, ports, IIS, application dependencies) and implemented fixes through root cause analysis.
 - Coordinated server-related escalations with internal teams and partner vendors to ensure timely resolution.
 - Coordinated to international support for issue escalation, system troubleshooting, and resolution of complex technical incidents.
 - Designed, developed, and optimized MSSQL queries and database integrations for Laserfiche BPA workflows, ensuring accurate data retrieval and process automation.

Intern, Software Quality Assurance Analyst

ThynkerTech.

April (2024) – Aug (2024)

- Execute manual test cases to validate bug fixes and system enhancements before deployment.
- Analyze requirements and workflows to ensure full test coverage.
- Document and track defects with clear reproduction steps and evidence.
- Maintain QA documentation including test cases and test results.

- Support testing of workflow-based and business process automation systems in Agile environment.

CHARACTER REFERENCES

- **Patrick S. Domingo**
Product Management Director
April 2024 – August 2024
Thynker Tech
<https://www.linkedin.com/in/patrick-d-446828240/>
- **Jeffrey Francisco**
IT Business Analyst
November 2024 – January 2024
ORIX Metro Leasing and Finance Corporation
(+63962)292-4579
- **Lee Angelo Mollo**
Technical Support Engineer
October 2024 – January 2026
Imaging Works Inc.
(+63976) 312-25139

I hereby certify that the information/facts contained in this resume are true and correct to the best of my knowledge and belief.

John Robert G. Moises