JUSTINE RIOSA TESARA

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# SUMMARY

A dedicated BSIT student from Bicol University Polangui (2021–2025) with hands-on experience in IT support through an internship at Sutherland. Skilled in troubleshooting, software installation, UI/UX basics (HTML/CSS/JS), SQL databases, and Python programming. Developed a capstone project called GearUp, a mobile educational app for cyclists. Strong in teamwork, communication, and problem-solving, with a solid understanding of technical tasks like PC assembly, network port listing, and system maintenance..

# EDUCATION

**Bachelor of Science in Information Technology**Bicol University Polangui (2021 – 2025)  
**Capstone Project:** GearUp: A Mobile Educational Application for Cyclists

# SKILLS

* Microsoft Office
* SQL and Database (SQLite and MySQL Basics)
* UI/UX Basics (HTML/CSS/JS)
* Communication and Team work
* Troubleshooting
* Productivity
* Technical analysis
* Programming (Python)
* Software Installation & Maintenance
* Problem Solving

# INTERNSHIP / OJT EXPERIENCE

**IT Intern**Sutherland, Pili (February – May 2025)  
**Tasks:**

* Reimaging Computers
* Assembly and Disassembly PC
* Software Installation & Maintenance
* Troubleshooting
* Netscouting (listing the port details)
* Relocation Computers
* Encrypting
* Setting up computers
* Assisting agents with Work From Home setups
* Harnessing
* Organizing Peripherals

# CERTIFICATIONS & ACHIEVEMENTS

* Cum Laude
* Intro to Game Development and Career Opportunities - DICT Region V Webinar
* Certification of Recognition - Sutherland, Pili
* Python(Basic) Certification of Accomplishment - HackerRank

# CHARACTER REFERENCES

**Karl Manny O. Requinta**

Desktop Support Engineer

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Sutherland Global Services

**Raiven Gepayo**

Sr. Desktop Support Engineer

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