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Profile Summary

Computer Science graduate with a strong foundation in full-stack web development and hands-on experience in technical support for web hosting services. Currently working as a Technical Support Specialist at Fasthosts, supporting DNS servers, domain management, WordPress websites, FTP, and server access via SSH. Experienced in troubleshooting hosting and website issues while applying development knowledge to understand system behavior and resolve problems efficiently. Passionate about problem-solving, continuous learning, and delivering reliable, and interactive platforms.

Professional Experience

Technical Support Specialist - Fasthosts

October 2025 – Present

- Provide technical support for DNS servers, domain management, email packages, website builders, and website hosting services
- Assist with domain configuration, DNS records (A, CNAME, MX, TXT), and propagation-related issues
- Support WordPress websites, including installation, basic troubleshooting, and site-related concerns
- Email package setup, configuration, and common email-related issues
- Provide support for website builders, including site setup, configuration, and basic troubleshooting
- Handle FTP access issues such as file uploads, permissions, and connectivity problems
- Use PuTTY (SSH) to access servers for basic diagnostics and configuration checks
- Troubleshoot website availability, configuration errors, and hosting-related issues

OJT Intern – Full Stack Developer - Sprobe Inc.

Sept 2024-December 2024

- Built and maintained web applications using Laravel and React.js
- Deployed applications using Docker and managed databases with DBeaver
- Developed a Pet Services Website enabling clients to inquire, select services, and schedule appointments online
- Designed and implemented both frontend and backend components

Projects

Hotel Website (Full Stack)

- Developed a complete hotel booking system with availability, reservations, and booking management using MVC architecture
- Built tailored interfaces for users, administrators, and front-desk staff
- Implemented an admin dashboard for room management, bookings, and reports
- Designed a front-desk panel for check-ins, check-outs, and customer inquiries

Gamified Mobile App for Traffic Education (Thesis Project)

- Designed and developed an educational mobile game focused on traffic rules and jeepney routes in Cebu City
- Integrated interactive quizzes, mini-games, and real-world traffic simulations
- Implemented map-based logic inspired by GIS concepts
- Built using Godot Engine and GDScript for Android deployment

Skills

Programming: JavaScript, PHP, C#, Java

Frontend: React.js, HTML, CSS, JavaScript

Backend: Laravel (PHP), .NET (C#)

Databases: MySQL, SQL Server management

Hosting & Support: DNS Management, Domains, WordPress, FTP, SSH (PuTTY)

Tools: Docker, Git, VS Code

CRM: WordPress (Basic), Salesforce (Basic)

Other: Microsoft Excel (Formulas, Data Handling)

Soft Skills: Time Management, Critical Thinking, Problem Solving, Team Collaboration, UI/UX Awareness

Education

- Bachelor of Science in Computer Science (2021-2025) - University of Cebu Main Campus