

# Mark Cyd Jimenea

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## PROFESSIONAL SUMMARY

IT Support Specialist and Web Developer with over 10 years of experience in technical support, web development, networking, and audiovisual installation. Skilled in troubleshooting hardware and software issues, configuring wired/wireless devices, and developing responsive web applications. Proven ability to work independently, manage projects, and deliver client-focused solutions on time.

## CORE COMPETENCIES

- IT Support & Troubleshooting
- Hardware Repair & Maintenance
- Network Configuration (LAN/WAN/Wi-Fi)
- Web Development (HTML, CSS, JavaScript, PHP, Laravel, Tailwind CSS, Vue.js)
- AV Equipment Installation & Configuration
- Video Editing & Multimedia Support
- Remote Desktop Support
- Project Management & Documentation

## PROFESSIONAL EXPERIENCE

### IT Staff / AV Installer - REC Group Biztech (April 2025 – June 2025)

- Installed and configured audiovisual devices including projectors, TVs, and remote playback systems according to layout plans.
- Mounted wall and hanging brackets, managed cable routing, and ensured proper cable management for optimal performance.
- Collaborated with team members to complete AV installation projects within deadlines.

### Freelance Technical Service Provider - Overgear, Kboosting, Blazingboost (February 2022 – September 2023)

- Provided remote technical assistance using client accounts or remote desktop access.
- Completed assigned digital tasks efficiently and within agreed timelines.
- Ensured secure handling of client information and accounts.

### IT Support Technician - Derbys Net Cafe (2016 – 2019)

- Maintained and repaired computers, installed updates, and managed network infrastructure.
- Solely responsible for hardware procurement and system upgrades.
- Improved customer satisfaction by introducing new devices and enhancing service quality.

### IT Support / Web Developer - Jemandee (2011 – 2015)

- Provided end-to-end IT support including troubleshooting, networking, and client system maintenance.
- Designed, developed, and maintained company website using CodeIgniter framework, reducing development time.
- Managed and updated online gallery content for business events, improving online presence.

## EDUCATION

Bachelor of Science in Information Technology (BSIT) - University of Cebu – Main Campus | 2010  
High School Diploma - Abellana National High School, Cebu City | 1998

## CERTIFICATION

<https://www.credly.com/users/mark-cyd-jimenea/badges#credly>

## TECHNICAL SKILLS

- Languages & Frameworks: HTML, CSS, JavaScript, PHP, Laravel, Tailwind CSS, Vue.js, CodeIgniter
- Networking: LAN/WAN setup, Wireless configuration, Router/Switch setup
- Systems & Tools: Windows OS, Remote Desktop, Version Control (Git)
- Multimedia: Video Editing, Image Editing, AV Equipment Setup
- Other Skills: Hardware Troubleshooting, Device Repair, Technical Documentation

## REFERENCES

Available upon request