MARK JEUS M. PAGKALIWAGAN

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https://markpagkaliwagan.github.io/PortfolioNiMark/

SUMMARY

I am a 4th-year BSIT student at San Pablo Colleges with almost two years of experience as a student assistant. I help with technical tasks and office work in the school. I know how to fix basic computer problems, use Excel to organize information, and keep student records neat and correct. I am responsible, easy to work with, and quick to learn new tasks. I can handle pressure well and always try my best to stay productive and professional.

EDUCATION

Bachelor of Science in Information Technology   **2023 – Present**
 San Pablo Colleges – San Pablo City, Laguna

Senior High School – ICT Strand   **2021 – 2022**
San Pablo Colleges – San Pablo City, Laguna

Junior High School   **2018 – 2019**
 Atisan Integrated School – San Pablo City, Laguna

Elementary   **2014 – 2015**
 Atisan Elementary School – San Pablo City, Laguna

WORK EXPERIENCE

Student Assistant – Guidance Office & Student Affairs and Services Office (SASO)
 San Pablo Colleges – San Pablo City, Laguna
 August 2022 – June 2024

- Supported daily operations in the Guidance Office and SASO by performing clerical tasks, data encoding, and managing student documents.
- Maintained accurate and confidential student records using Microsoft Excel.
- Assisted in coordinating student programs, orientations, and campus events by preparing materials and facilitating communication.
- Provided basic technical troubleshooting for office computers and printers.
- Interacted respectfully and professionally with students and staff while addressing concerns and inquiries.
- Organized filing systems and helped streamline office processes, especially during busy periods like enrollment and exams.
- Demonstrated strong multitasking skills and the ability to work under pressure while balancing BSIT coursework.

CERTIFICATIONS

- TESDA National Certificate II (NC II) – Computer Systems Servicing, TESDA (2025)
- IT Customer Support Basics, Cisco (Feb 2026)
- Introduction to Internet of Things (IoT), Cisco (Feb 2026)
- Industrial Networking Essentials, Cisco (Feb 2026)
- Data Science Essentials with Python, Cisco (Feb 2026)
- Apply AI: Analyze Customer Reviews, Cisco (Feb 2026)

ADDITIONAL INFORMATION

- Technical Skills: Computer Troubleshooting │ MS Excel │ Data Encoding │ Basic Networking
- Languages: Filipino (Fluent) │ English (Basic/Conversational)