

MARK MICHAEL TEJERERO

San Miguel, Catanduanes | 09619643499 | marktejerero5@gmail.com |
<https://www.linkedin.com/in/mark-michael-tejerero-7670a0286/>

PROFESSIONAL SUMMARY

Detail-oriented and tech-savvy BSIT graduate with hands-on experience in IT support, customer service, and web design. Completed an internship at Concentrix, gaining practical knowledge in technical support, workplace communication, and process adherence within a corporate environment. Skilled in front-end design, troubleshooting, and user-centered development, with a background in creating responsive web designs for local businesses. Eager to contribute technical skills, creativity, and a strong work ethic to a dynamic IT or support-focused team.

PROJECTS

Capstone 1: Research & Planning – PressCo Project

STI College-Naga | Sept 2024 – Dec 2024

Conducted feasibility study and requirements gathering for a mobile app streamlining air-conditioning services in Naga City

Reviewed related systems like SimplyBook.me, Picktime, and Upwork for benchmarking

Created project documentation including problem statement, objectives, scope, and system design

Aligned design solutions with user pain points such as lack of scheduling, technician transparency, and service trust

Capstone 2: System Development – PressCo App & Admin Dashboard

STI College-Naga | Jan 2025 – May 2025

Developed a mobile booking app using Android Studio (Java) with Firebase for real-time database and user authentication

Integrated Google Maps SDK for technician geolocation, enabling clients to view and select nearby service providers

Built the web-based admin dashboard using HTML, CSS, JavaScript, PHP, and the Laravel framework

Connected backend services via Visual Studio APIs to handle booking logic, technician data, and user management

Ensured cross-platform responsiveness and implemented secure user-role access

Used GitHub for version control and conducted multiple testing iterations for quality assurance

CERTIFICATIONS

- SAP Business One
- USAID Webinar (5G Mobile Networks)
- USAID Webinar (AI Ethics and Governance)
- USAID Webinar (Artificial Intelligence/Machine Learning)
- Google UX Design Certificate
- Web Design Competition

SKILLS

Programming Languages: Python, Java, JavaScript, C++, C#, SQL

Web Development: HTML, CSS, PHP, Laravel, Firebase, MySQL, MongoDB

Tools & Platforms: Android Studio, Visual Studio, GitHub, Office 365

Technical Skills: Troubleshooting, Cybersecurity, Networking, System Administration, IT

Asset Management

Design & UX: UI/UX Design, Responsive Layouts, Graphic Design

Others: Game Development, Microsoft Excel & Word

WORK HISTORY

IT Operation Intern / Technical Support Engineer

02/2025 - 05/2025

- Provided technical support for internal staff by assisting with PC setup, RAM and SSD upgrades, and Office 365 installations.
- Supported software deployment and device configurations for Work-At-Home (WAH) agents, including remote troubleshooting.
- Helped with system administration tasks such as unlocking recruiter accounts, restarting workstations, and applying Windows updates.
- Maintained QMS (Quality Monitoring System) uptime and ensured production room hardware operated smoothly.
- Assisted the IT Operations team with asset management and return processing of employee devices.
- Documented technical issues and resolutions to help build internal support documentation and training guides.

Freelance | Web Designer | Graphic Designer

2023 - 2024

- Designed web interfaces for a local coffee shop using modern UI/UX trends
- Developed responsive website layouts and optimized for mobile
- Collaborated with business owners to refine content and visual branding

EDUCATION

Bachelor of Science in Information Technology

STI College-Naga | 2022 – 2025

Senior High School:

Immaculate Conception Seminary Academy | 2020 – 2021

Junior High School:

San Miguel Rural Development High School | 2015 – 2019

Elementary:

San Miguel Central Elementary School | 2009 – 2015